

# getting started with HelpNow

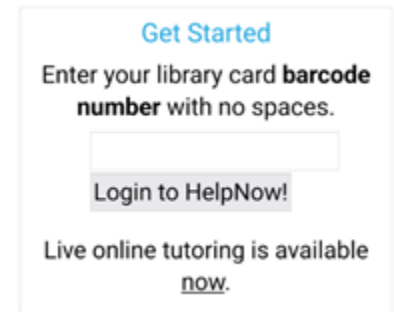
## what is HelpNow?

Live online homework help from one-on-one tutors 24 hours a day. Available in English, Spanish, and French, from early elementary through high school grades, in core subject areas. Video content and other resources are also available.



## accessing HelpNow

- You can use HelpNow from any web browser on your computer or mobile device by visiting [middlesex.ca.brainfuse.com](http://middlesex.ca.brainfuse.com)
- When using a library computer or Middlesex County Library Wi-Fi, no login is required. When using from home, you will need to login with your library card number (start with the zero, no spaces).
- A Brainfuse account is not required for using HelpNow in a web browser, but some features will be unavailable.
- Brainfuse also offers an app for both Apple and Android devices, which includes select features from the website. A Brainfuse account is required to use the app.
- To create an account visit [middlesex.ca.brainfuse.com](http://middlesex.ca.brainfuse.com) and select 'My Account' from the drop-down menu in the upper right (the menu will look different depending on how you are accessing the site).
- Then choose "Login" and follow the 'Sign-Up' link. Enter a username, a password and select a password reminder question.
- **Make your username memorable or write it down:** there is no way to retrieve your account if you don't know the user name.



My Account ▾



## using HelpNow

**Live Tutoring:** Select your grade and a subject to receive live, one-on-one assistance 24 hours a day. Check the box for help from a French speaking tutor.

**Writing Lab:** Submit your writing and get constructive feedback from expert writing instructors.

**SkillsSurfer:** Video content and other interactive tools for support with core concepts.

**Send a Question:** Submit your question and a tutor will respond to you, usually within 24 hours.

**Language Lab:** Live tutors to assist with French and Spanish learning.

**LEAP Learning Platform:** practice tests in a variety of subjects, at different levels. Includes Canadian GED.

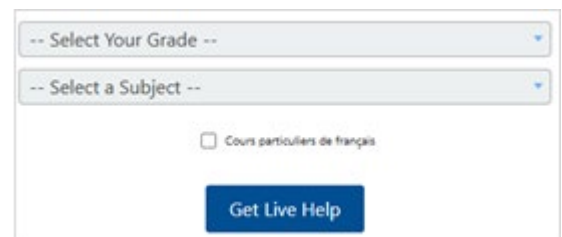
**Flashbulb:** Create your own flashcard sets or visit our vast library of flashcards.

**eParachute:** Career planning and exploration tool.

**MEET:** Set up real-time meetings and study groups with friends and colleagues in an online classroom.

**Brainwave:** A Brainwave is a recording of your activity on the Brainwave Notepad. Everything you do on the notepad can then be played back like a movie. Record brainwaves for yourself or share them with others.

**Adult Learners:** GED & Canadian Citizenship prep, Microsoft Office help, career & resume resources.



## additional help

- View a more detailed [PDF support document](#) from Brainfuse.
- Contact your [local branch](#) or email [librarian@middlesex.ca](mailto:librarian@middlesex.ca) for further assistance.