NEW YORK PUBLIC LIBRARY'S BRAINFUSE HELPNOW

What is Brainfuse HelpNow?

Offered through the New York Public Library, Brainfuse HelpNow is a free online tutoring service for students of all ages in various subjects, as well as offers constructive feedback on writing. Students also can access skill-building resources and a language lab. Assistance is available in English, Spanish, and other languages.

Already have a New York Public Library card? Here's how to access Brainfuse:

1. Visit https://bit.ly/3eOnjEf.
2. Enter your card number in the space or bar below "Get Started."
   • If you get an error, follow the steps below for "Selecting a local library." No error? Continue to step 3.
3. Click on "Expert Help."
4. Select grade and subject.
5. Select help in Spanish if you need it.
6. Click on "Live Help."

Don't have a library card?

Students under the age of 13 need an account in the name of their parent or guardian/adult. Students 13 and older can obtain their own card/account. Download the SimplyE application from your cell phone.

From an Android phone:

1. Location services must be enabled on your device.
2. Open the app and tap on the three lines in the upper left corner and go to "Settings," then "Accounts."
3. Tap the plus sign in the upper right corner and add "The New York Public Library." At the bottom of the screen, it says, "Don't have a library card? Sign Up?" Tap on "Sign Up."
4. Confirm you are 13 or older and agree to have it access your location. This is necessary to determine if you are in New York.
5. Fill in your home address, full name, and email address.
6. Create a username and PIN.
7. If needed, video instructions (no audio) for Android cell phones click here. (https://on.nypl.org/2BOsppz)

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From an iPhone:

1. Location services must be enabled on your device.
2. Open the app and tap on "Settings" in the lower right corner and go to "Accounts," then "Add Library" and search for "The New York Public Library."
3. In the middle of the screen, it says, "Don't have a library card? Sign Up?" Tap on "Sign Up."
4. To confirm you are 13 or older, tap to agree to the terms of the "End User License Agreement." Agree to have the app access your location. This is necessary to determine if you are in New York.
5. Fill in your home address, full name, and email address.
6. Create a username and PIN.
7. If needed, video instructions (no audio) for iPhone click here. (https://on.nypl.org/2BCCo0P)

Select a local or home library. Once you have obtained your new library card online, you must select a local library in order to access the Brainfuse page. Select a local library if you entered your card number on the Brainfuse page and received this error message: "Unauthorized. Your library card number has no library associated. Your institution only allows users with a valid library association."

Go to nypl.org and select "Log in" to enter your card number and PIN, the same ones created in the SimplyE application. This step will take you to your library account.
Click on "My Settings."
In "Preferred Pickup Location," select your local or closest library.
Click "Submit."

After obtaining your library card electronically and assigning a local library, you can access Brainfuse Help Now:

1. Visit https://bit.ly/3e0njEf.
2. Select Spanish located on the right hand side of the page, if needed.
3. Enter your card code in the space or bar below "Get Started."
4. Click on "Expert Help."
5. Select grade and subject.

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