

MAXWORK | SERVICE GUIDE

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MAXWORK Service Guide

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MAXWORK Service Guide

This is a guide document for all MAXWORK Service Users.

01. Sign Up / Log In

MAXWORK service starts with a sign up of one administrator of a company to apply for/subscribe MAXWORK Plan. If you are a member with a MAXWORK ID, log in. If you are not yet a member, click Sign Up on the login screen.

MAXWORK

English

Log In

ID
hello@company.com

Password

☐ Save ID [Forgot password?](#)

[Log In](#)

[MAXWORK Sign Up](#)

Not a member yet?
A member account is required to apply for and subscribe to MAXWORK plans

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To become a MAXWORK member, you need to enter basic information including ID and password, company information to use MAXWORK, and additional information. If you apply for/purchase a plan after signing up as a member, your ID will have 'Super Admin' authority of your company, and you can log in to the Admin site with the same ID and password.

i Super Admin authority is only given to ID that applied for or purchased a plan.

⚠ General account users can use the service only by registration of the Admins. They don't have to sign up separately. Note that if multiple administrators from the same company purchase multiple plans, they are managed as separate plans.


1. Basic Information

- Last Name / First Name : Enter last name and first name.
- ID : Enter e-mail address. Since ID is closely related to purchase, you must use the email address you actually use as your ID because it goes through the email verification step after signing up.
- Password : Enter a password of combination of number and alphabet. Password must be alphanumeric and between 6 to 16 characters long.

 The MAXWORK member ID and password are also used on the Admin site.

2. Company Information


- Company Name : Enter the name of your company. When a plan is applied/purchased after signing up, it is used as the default company name for all users registered as account users.


 In MAXWORK, all plans are set based on the company belonging to the Super Admin, so the company name entered once cannot be modified. Please check once more to make sure it is entered without typos.

- Country/Region : Select the country/region of your company. The payment currency and payment method are automatically selected based on the country code entered.

- For Korean companies : WON / Inicis Payment
- For companies other than Korea : USD / Paypal Payment

- Automatic e-mail setting language: When you register an account user, an automatic e-mail is sent to each user to notify the use of the service, and you can select a preferred language between Korean and English. Even if your company's country/region is set to 'Korea', if you select 'English' as the automatic email setting language, all account users of your company will receive MAXWORK emails in English.

 Since the automatic email setting language is a company-wide option, the language you select will be applied to all users of your company. (User cannot set individual language)

 The automatic email setting language is a language that applies only to email. The language used for each feature (Admin, Remote, Create, Direct) is automatically set (Korean or English) according to the browser settings of individual users.

- Company Type : Select the type of company. This is necessary information to make better service by collecting information on which site MAXWORK is used.

- **Company size** : Select the size of your company. This is the information necessary to understand the scale of use of the MAXWORK service and to create a service optimized for it.

3. Additional Information

- **Department / Title** : Please enter the department and title. The department / title information of the member who will play the role of MAXWORK Super Admin is used to improve the Admin site UI/UX.
- **Contact** : Enter your company's landline number or personal mobile phone number. The country code is automatically entered according to the country code of the your company. It is used when the person in charge of MAXWORK needs to call.
- **i** The name, ID, and contact information of the Super Admin are shared with account users in 'Contact Administrator' menu of the MAXWORK app / Remote, and Create site, so please enter an email ID and contact information that can be used in your company.
- **Sign Up Path** : Please select the path where you learned MAXWORK. As a service that continues to evolve, it is used for information collection to inform more users of MAXWORK.

! Please fill in all fields as required.

Sign Up for MAXWORK

Please enter some information necessary for membership registration to use MAXWORK service.
In one company, users other than one manager who apply/purchase plans do not need to sign up as a member.

The registered MAXWORK member ID has the super administrator authority of the affiliated company, and can log in to the MAXWORK Admin site with the same ID.

Do you have more questions about using MAXWORK?
[Download MAXWORK Service Guide](#)

Basic Information

Last Name*
Enter your last name.

First Name*
Enter your first name.

Email ID*
Enter your email address as a user ID.

Password*
Enter your password.
Password must be alphanumeric and between 6 to 16 characters long.

Confirm Password*
Enter your password again.

Company Information

Name of Company*
Enter the name of your company or organization.
Once the company name is entered, it cannot be modified. Make sure it's entered without typos!

Country/Region*
What country or region are you in?

Automatic Email Setting Language*
Select

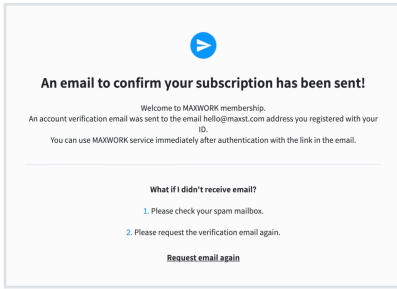
Company Type*
Select

Company Size*
Select

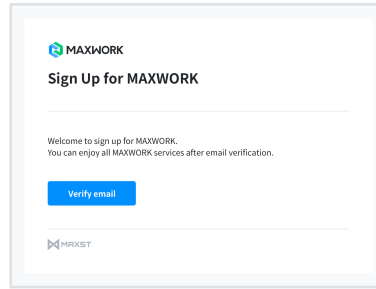
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When you click the Sign Up button, a sign-up confirmation email will be sent to the email address entered as your ID. You can log in to the MAXWORK site immediately after email verification.

- **i** If the email has not been sent, please check your spam folder or request again.



Membership application completion screen



Sign-up verification email screen

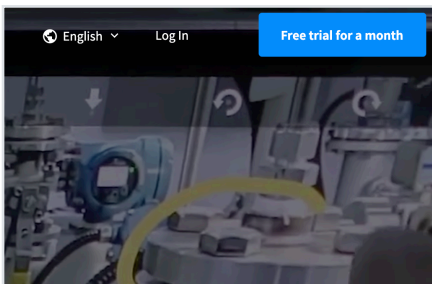
02. Select Plan

After logging in, select one you want from MAXWORK 4 plans.

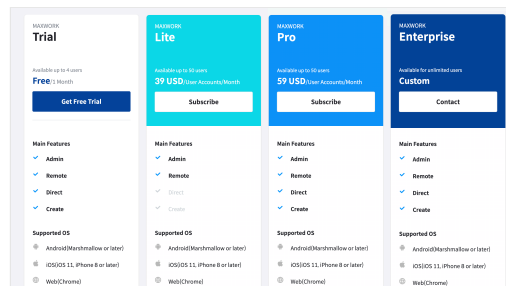
i Depending on which button you clicked before signing up, you may have to go directly to the subscription page after logging in, or you may have to go to the HOME screen and select the menu.

- If you are a member who clicked Start MAXWORK buttons, such as Free Trial for a Month or Start Free, you will be directed to the Start MAXWORK Trial.

- If you signed up as a member by clicking the Apply or Subscribe button on the price page, you will be directed to the application page for the selected product.



Free trial for a month on MAIN



Subscribe on Pricing

1. MAXWORK Trial : A trial plan that allows you to try all MAXWORK features for free for a month

2. MAXWORK Lite : Remote exclusive plan for remote support

3. MAXWORK Pro : Integrated plan that maximizes work efficiency by using both remote support and AR manual functions

4. MAXWORK Enterprise : Customized plan for customers who want to use MAXWORK optimized for their in-house environment.(e.g. Build a Private Cloud / On-Premise server, Increase maximum number of users)

The screenshot shows the MAXWORK Pricing page. At the top, there's a navigation bar with links for Feature, Pricing (active), User Guide, and FAQ. A language dropdown is set to English, and there's a 'Log In' link and a 'Free trial for a month' button. The main heading is 'MAXWORK Pricing'. Below it, a subtext says: 'Introduce pricing details on MAXWORK plan. From a trial where you can try all MAXWORK features for a month, to an Enterprise plan that can be customized and used according to your needs, select a plan with the specifications you want and start MAXWORK right away.'

MAXWORK Trial	MAXWORK Lite	MAXWORK Pro	MAXWORK Enterprise
Available up to 4 users	Available up to 50 users	Available up to 50 users	Available for unlimited users
Free*1 Month	39 USD/User Accounts/Month	59 USD/User Accounts/Month	Custom
Get Free Trial	Subscribe	Subscribe	Contact
Main Features <ul style="list-style-type: none"> ✓ Admin ✓ Remote 	Main Features <ul style="list-style-type: none"> ✓ Admin ✓ Remote 	Main Features <ul style="list-style-type: none"> ✓ Admin ✓ Remote 	Main Features <ul style="list-style-type: none"> ✓ Admin ✓ Remote

i RealWear (HMT-1) can be used for all paid plans except Trial. If you want to use RealWear, please contact us through Contact.

03. Apply for / Subscribe MAXWORK

Depending on the plan you selected, you will be directed to the free trial or subscription page.

1. Get MAXWORK Trial for free

It is a plan that allows 4 users to use all features of MAXWORK for free for a month, and will be automatically canceled if you do not subscribe a paid plan after a month.

The screenshot shows the 'Get MAXWORK Trial for Free' page. At the top, there's a navigation bar with links for Feature, Pricing (active), User Guide, and FAQ. A language dropdown is set to English, and there's a user icon. The main heading is 'Get MAXWORK Trial for Free'. Below it, a subtext says: 'This is a trial version that allows you to use MAXWORK for free for one month. You can use it immediately without entering payment information, and it will be automatically canceled if you do not purchase the product after a month.'

Plan selected	
Plan	MAXWORK Trial
Period of free trial	1 month from the date of application
Features	<ul style="list-style-type: none"> ✓ Admin / Remote / Create / Direct ✓ 1GB storage for videos and content ✓ 3 downloads per video
User Accounts*	4

Total amount due

Plan	MAXWORK Trial
User Accounts	4
Expected payment	0 USD
Start MAXWORK Trial	

When you click 'Start using MAXWORK' button, the application is completed, and you can use the service for 30 days from the date of application.

2. Subscribe MAXWORK Lite

This is a plan for remote support that can only use Admin and Remote among 4 features of MAXWORK.

Subscribe MAXWORK Lite

Please check the selected plan one more time.
MAXWORK Lite is a plan that focuses on zero-contact communication using Remote, and does not support Create/Direct feature.
If you want to use both remote support and AR manual, the Pro plan is the answer, and if you only want the remote function, choose the Lite plan.

Plan selected	
Plan	MAXWORK Lite
Price	39 USD / User / Per month
Features	<ul style="list-style-type: none"> ✓ Admin / Remote ✓ 5GB storage for videos and content ✓ 5 downloads by Call ID
User Accounts*	2

* You can purchase from 2 to 50 user accounts for the MAXWORK plan you have selected.
If you want more than 51 user accounts, reach us by clicking on [CONTACT](#).

Total amount due	
Plan	MAXWORK Lite
User Accounts	2
Expected monthly payment	78 USD

[Subscribe Selected Plan](#)

- Plan selected : Make sure that MAXWORK Lite is the plan you wish to subscribe to.
- Price : This is a \$39 monthly subscription plan per user.
- Features : Check the features provided by plan.
- User Accounts : Select the number of accounts you want.

i If you would like to purchase more than 50 accounts, please contact us.

- Expected monthly payment: The estimated monthly payment is calculated automatically according to the number of user accounts you select.

After checking the amount, click 'Subscribe selected plan' button. If you are a Korean company, you can proceed to the next step with KRW payment through INICIS, and if you are a non-Korean company, you can pay USD through Paypal.

i The payment currency and payment method are automatically specified according to the company's country code entered at the time of sign-up. If you would like another payment method, please contact us.

3. Subscribe MAXWORK Pro

This is an integrated plan that can use all features of MAXWORK, and at least 2 and up to 50 users accounts can be purchased.

- Plan selected : Make sure that MAXWORK Pro is the product you wish to subscribe to.
- Price : This is a \$59 monthly subscription plan per user.
- Features : Check the features provided by plan.
- User Accounts : Select the number of accounts you want.

i If you would like to purchase more than 50 accounts, please contact us.

- Expected monthly payment: The estimated monthly payment is calculated automatically according to the number of user accounts you select.

After checking the amount, click 'Subscribe selected plan' button. If you are a Korean company, you can proceed to the next step with KRW payment through INICIS, and if you are a non-Korean company, you can pay USD through Paypal.

i The payment currency and payment method are automatically specified according to the company's country code entered at the time of sign-up. If you would like another payment method, please contact us.

4. Contact to get MAXWORK Enterprise

It is a customized MAXWORK plan with no restrictions on the number of user accounts and cloud capacity. If you want to start using MAXWORK Enterprise, please contact us.

04. Usage Environment Setting


After completing the application and payment, set the environment for using MAXWORK for each user according to the following guide. After purchasing a plan, all environment settings for using MAXWORK can be done on the Admin site.

1. Enter the Admin site : Launch a Chrome browser and enter <https://admin.maxwork.maxst.com> in the address bar.

2. Log In Admin Site : Log in with the ID and password you signed up for on the MAXWORK site.

3. Register Account Users : Register the users who will use MAXWORK features in 'Manage Accounts' menu that will be accessed for the first time when logging in. If you purchased a plan that includes Create / Direct features, you must grant Create authority to at least one user.

4. Create Workspace : Create a Workspace in 'Remote> Workspace User List' menu and set the scope and validity date of remote support between registered users.

 More detailed admin guide can be downloaded from the MAXWORK site.

When the administrator finished registering the account users, all users will receive an email notification of service usage including their ID and password, and can immediately log in to MAXWORK app and web to start MAXWORK.

