Delegation of Manager Roles

What’s New

This document provides instructions for delegating a direct report to act on behalf of a Manager.

The new standard search module is no longer located in separate user modules and is now in a centralized location. The link will display on the Welcome page when you log into System Access Manager. A Manager can search for a User on the Welcome page and Delegate a User based on the search results.

Audience:

- Managers looking to delegate roles to direct reports

Objective:

- Delegate a Manager role to a direct report
Things You Should Know Before You Begin

- Additional help and information about the process is available to assist you in completing the delegation process. This information is indicated when the or icons are visible.

- Need to know your Role? On the Welcome page, check here -

- Delegation allows direct reports to act on behalf of the Manager. You can only delegate roles for a direct report.

- There is no limit to how many delegates a Manager can have.

- When you select All Roles the delegate has the full role of the Manager which includes, managing employees and contractors access to Account Admin (Internet, VPN, Windows Access, Creation of Contractors, Transfer Contractor Accounts), Approver, Password Admin and Report Admin.
To Get Started

Action:

1. Log into https://sam.aa.com
2. Enter your User ID
3. Enter your password

Response:

Welcome, home page
Welcome, home page.

**Action:**

Select the **Manage Users** tab

**Response:**

Admin Interface page
Action:
Select the List All Users (direct reports) link

Response:
List of all direct reports
Action:
Select Radio Button of person you would like to delegate.

Response:
Click the ‘Delegate’ button.
To delegate a work item select the work item in the box on the left and click the right arrow. To remove a work item from delegation select the work item in the box on the right and click the left arrow. After making delegation selections, click Continue.

- **Account Admin**: Delegated User will have Request Accounts, Update Accounts (manage access) and Enable/Disable Accounts Capability.
- **Approver**: Delegated User will have Approval Capability.
- **Password Admin**: Delegated User will have Reset Password and Unlock Accounts Capability.
- **Reports Admin**: Delegated User will have Run Report Capability.

**Note**—Select **All** to allow delegate all manager capability roles or only select role you wish to delegate.

Click the double arrow to allow delegate all manager capability roles.
Action:

Confirm your selection by clicking Ok.
Response:

Return user to SAM Admin Interface page.
Removing Delegation

The same steps apply except you will deselect roles by moving them back to the box on the left.
Once you have deselected the delegate roles click Continue.
Action:

Confirm your selection by clicking Ok.
Response:

Return user to SAM Admin Interface page.
Alternate Method to Delegate User:

You can also delegate a User from the search results page.

Action:

Search for the User using applicable search criteria. Enter information and click Search.
Response:
Search results page.

Action:
Select user you want to delegate and click Delegate.
Response:

Manage Work Items Delegation page.

**From here user can follow the instructions from pages 7-9 of this document**