

1 Employee

First Time User Registration

1. Open the SAM log in page. <https://sam.aa.com>
2. Select **Help** form the Log In dialog box.

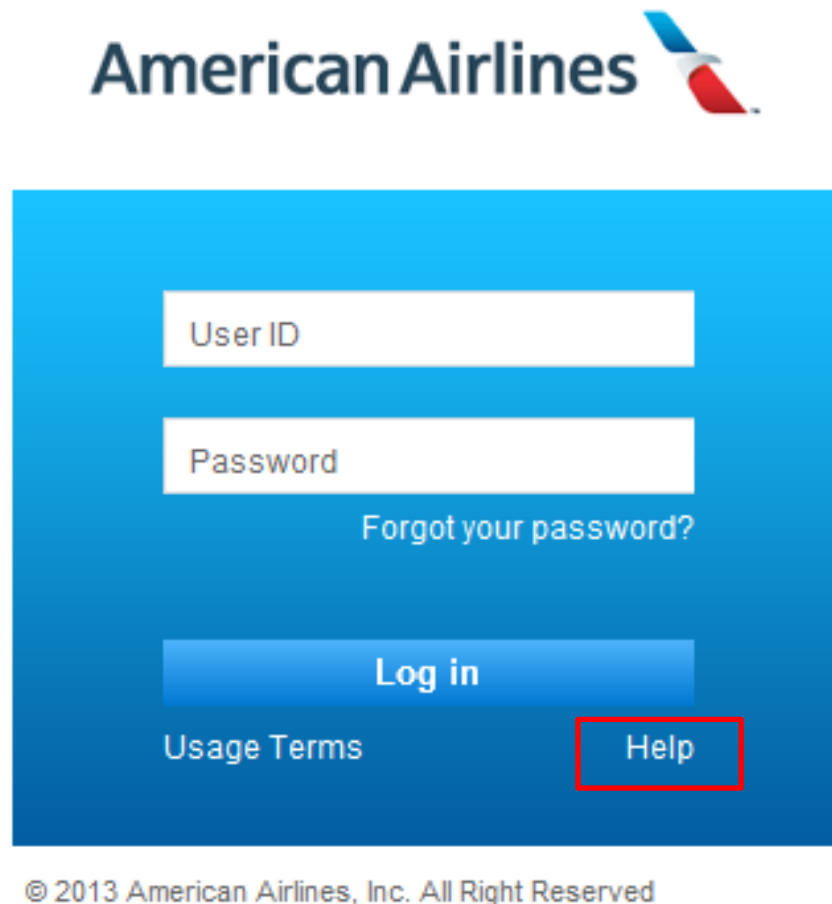


Figure 1-1 SAM Login Page

3. Click on the **First time user registration** hyperlink.

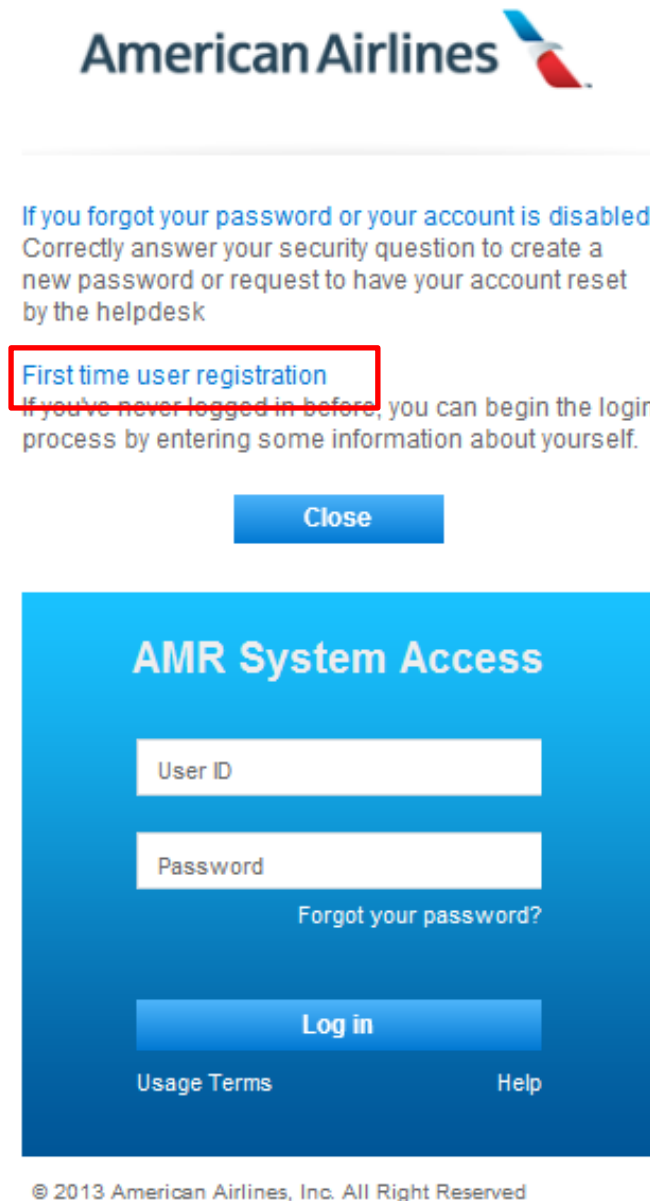
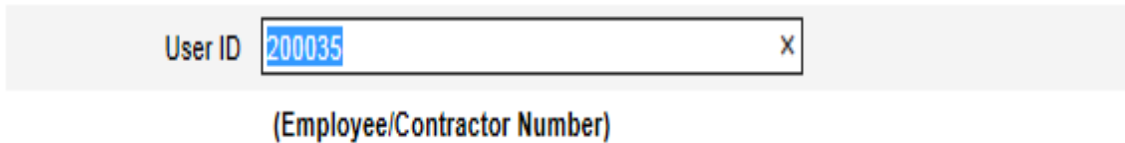


Figure 1-2 Click on the First time user registration hyperlink.

4. Fill in your **User ID** (located on the email forwarded to you by your Manager) and click **Submit**.

First-Time User Registration



A screenshot of a web form for user registration. It features a text input field labeled "User ID" containing the value "200035". To the right of the field is a small "X" icon for clearing the text. Below the field, the text "(Employee/Contractor Number)" is displayed.

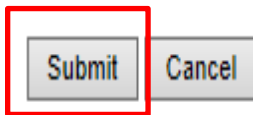
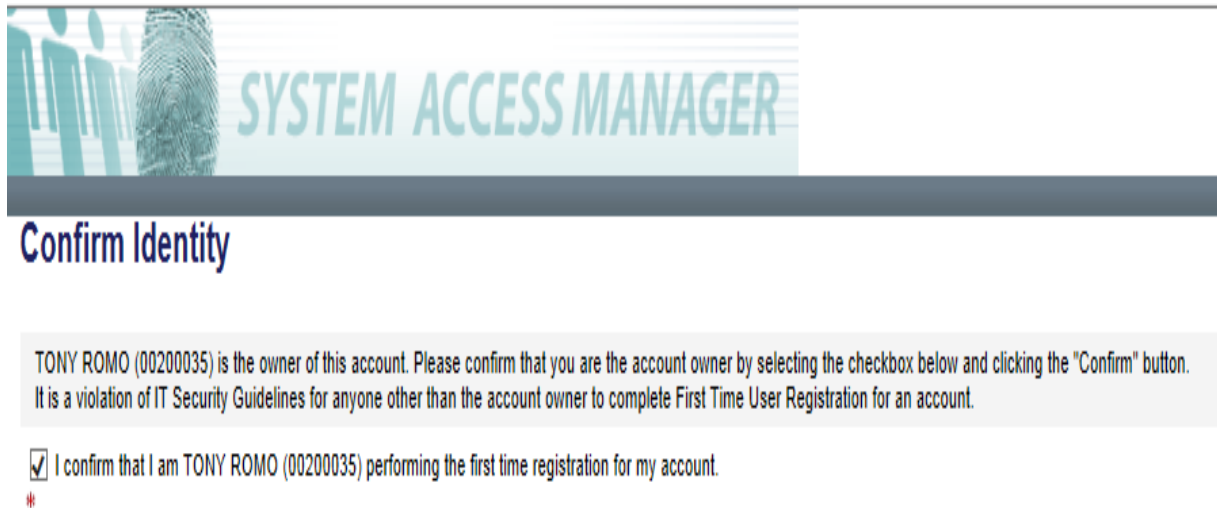


Figure 1-3 Fill in the AA User ID.

5. Confirm the **identity** associated with the User ID and click **Confirm**.



The screenshot shows the "SYSTEM ACCESS MANAGER" interface. The main heading is "Confirm Identity". Below this, a message reads: "TONY ROMO (00200035) is the owner of this account. Please confirm that you are the account owner by selecting the checkbox below and clicking the 'Confirm' button. It is a violation of IT Security Guidelines for anyone other than the account owner to complete First Time User Registration for an account." Below the message is a checkbox that is checked, followed by the text "I confirm that I am TONY ROMO (00200035) performing the first time registration for my account." A red asterisk is positioned below the text. At the bottom, there are two buttons: "Confirm" and "Cancel". The "Confirm" button is highlighted with a red rectangular border.

Figure 1-4 Verify the owner of the account.

6. This confirmation validates the person completing this registration is same as name and ID shown.

When verified, select **Submit**.

Hire Date or Seniority Date	Date
Birth Date	Month/Day
Location Code	3 letter code

User Account Validation

Enter User Account validation information

Hire Date or Seniority Date *

Birth Date *

Location Code(3 letter code) *

Figure 1-5 Confirm the user account validation information.

7. Answer the password reset questions and click **Submit**.

Password Reset Questions

Password reset questions enable you to reset a forgotten password without contacting the Help Desk. If you forget your password, you will be prompted to answer two questions. As with your password, do not share your password reset questions/answers.

Use the dropdown menus to select a password reset question and enter the corresponding answer in the adjacent field. You must select and answer all four questions.

Question	Answer
1. What is the name of the county you were born in?	USA x
2. Which month of the year is your favorite?	August
3. What is the last name of your family doctor?	Smith
4. What is the year (YYYY) of your anniversary?	2011

Figure 1-6 Answer the password reset questions.

8. Create the **password** for the account and click **Submit**.



Password

Password Requirements:

- Must not include your User ID, First name, Last name or Preferred Name
- Must not be common to your four previous passwords
- Must be at least seven characters in length
- Must include at least three of the following:
 - An upper case English alpha character (A-Z)
 - A lower case English alpha character (a-z)
 - A numeric character (0-9)
 - A special character:
!@#\$%^&*()_+ = [] {} | \ ; : ' " < > ? / ,

Note: Valid sample passwords include Don0123, DON@123 and Don#123.

Password *

Confirm Password *

Figure 1-7 Create your password.

9. **Confirm** a successful registration and click **OK**.



TONY ROMO (00200035) has been Registered successfully in SAM. Please click "Ok" to continue.

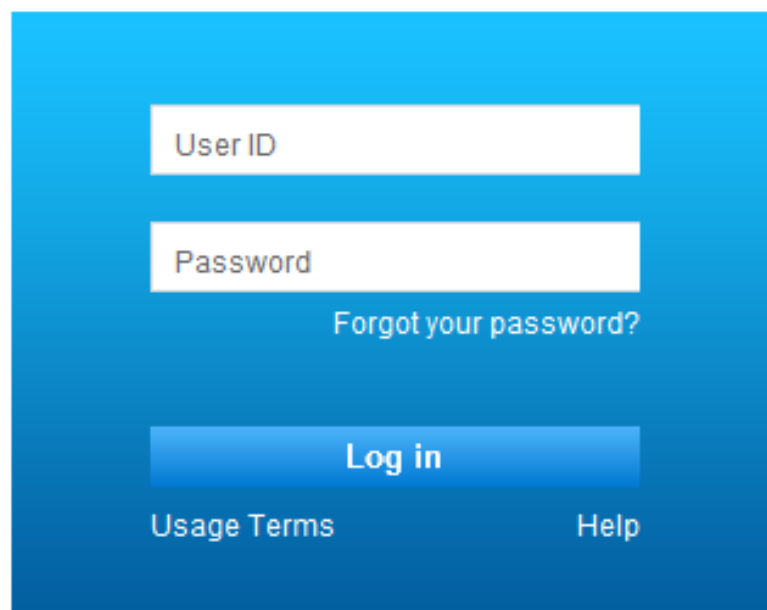


Figure 1-8 Confirm that the registration was successful.

10. The Employee is now ready to log into SAM and any other Siteminder protected application such as Jetnet, using their User ID and password just created.

11. Click link. Enter your ID and new password. Click Log out button when verification of your new log in credentials are working.

<https://sam.aa.com>



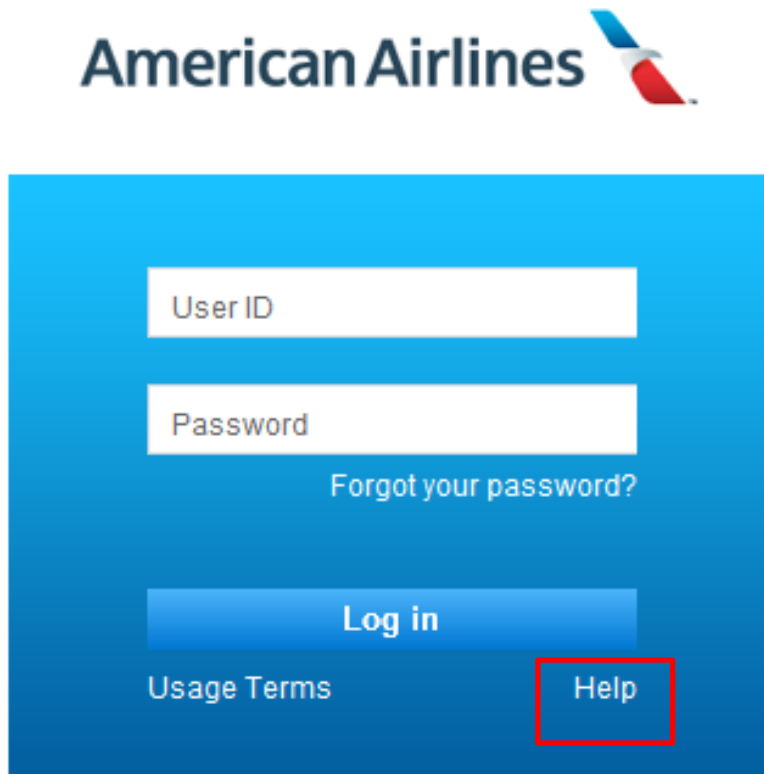
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Figure 1-9 Log in using your AA ID and password.

2 Contractors

Using the information provided to the Contractor by their Manager, a contractor can access the SAM login page to begin their First time User Registration.

1. Open the SAM log in page. <https://sam.aa.com>
2. Click on **Help** located at the lower right corner of the Log In dialog box.



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Figure 2-1 SAM Login Screen, select Help.

3. Click on the **First time user registration** hyperlink.

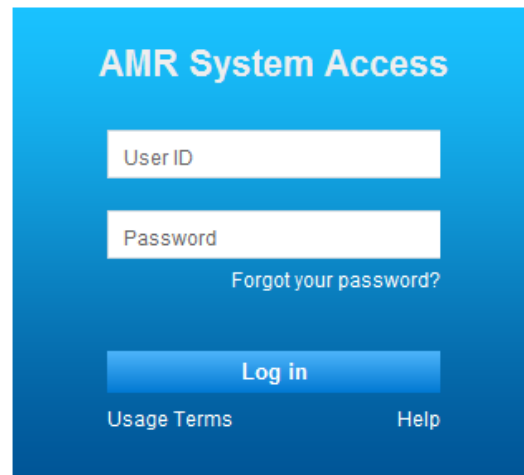


If you forgot your password or your account is disabled
Correctly answer your security question to create a
new password or request to have your account reset
by the helpdesk

[First time user registration](#)

If you've never logged in before, you can begin the
login process by entering some information about
yourself.

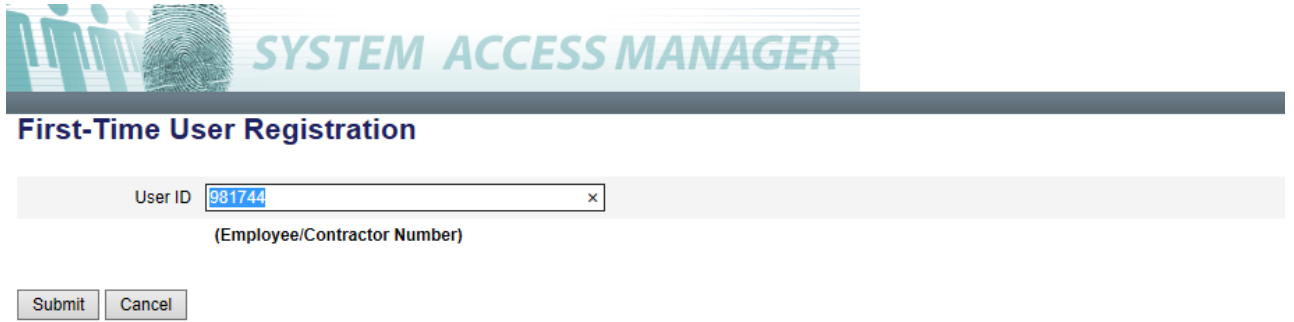
Close



The image shows a blue-themed login form titled "AMR System Access". It contains two input fields: "User ID" and "Password". Below the "Password" field is a link that says "Forgot your password?". At the bottom of the form is a "Log in" button. Below the button are two links: "Usage Terms" and "Help".

Figure 2-2 Select the First Time User Registration link.

4. Enter your AA ID provided to you by your manager and then **Submit**.



SYSTEM ACCESS MANAGER

First-Time User Registration

User ID x

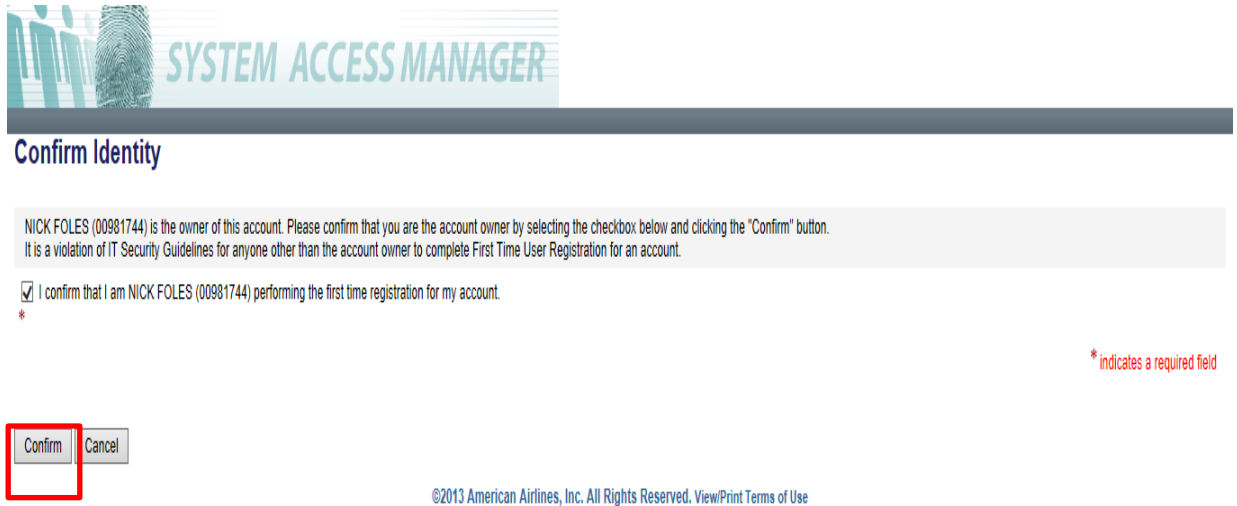
(Employee/Contractor Number)

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Figure 2-3 Enter User ID and Submit.

5. Confirm your Identity by checking the confirmation and then select **Confirm**.

Note: This confirmation validates the person completing this registration is same as name and ID shown.



SYSTEM ACCESS MANAGER

Confirm Identity

NICK FOLES (00981744) is the owner of this account. Please confirm that you are the account owner by selecting the checkbox below and clicking the "Confirm" button. It is a violation of IT Security Guidelines for anyone other than the account owner to complete First Time User Registration for an account.

I confirm that I am NICK FOLES (00981744) performing the first time registration for my account. *

* indicates a required field

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Figure 2-4 Confirm your Identity.

6. In the User Account Validation fill in the following information provided by your Manager

Pin Number	Last 4 digits of SSN/passport
BirthDate	Month/Day
Location Code	3 letter code

When complete, select **Submit**.



User Account Validation

Enter User Account validation information

* ? PIN Number

* ? Birth Date

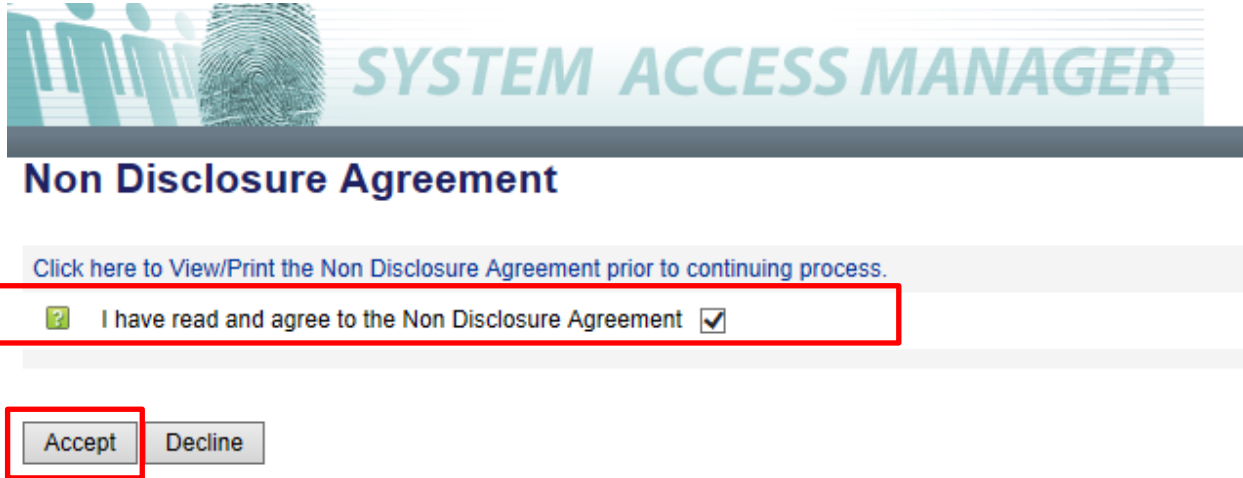
* ? Location Code(3 letter code)

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Figure 2-5 Submit user account information.

7. This page allows the user to read/print the Non-Disclosure Agreement. Select the **checkbox** to agree to the Non-disclosure agreement and then select **Accept**.

Note: Contractors are *required* to accept the Non-Disclosure Agreement.



SYSTEM ACCESS MANAGER

Non Disclosure Agreement

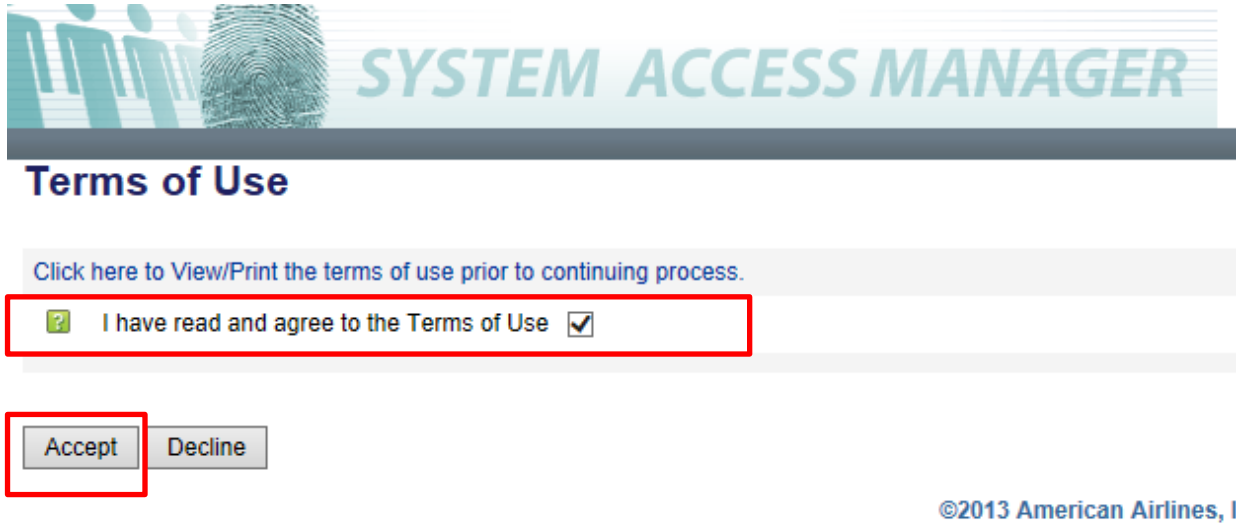
[Click here to View/Print the Non Disclosure Agreement prior to continuing process.](#)

I have read and agree to the Non Disclosure Agreement

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Figure 2-6 Accept the Non Disclosure Agreement.

8. Read/print the Terms of Use. Select the **checkbox** to **agree** to the terms of use and click **Accept**.



SYSTEM ACCESS MANAGER

Terms of Use

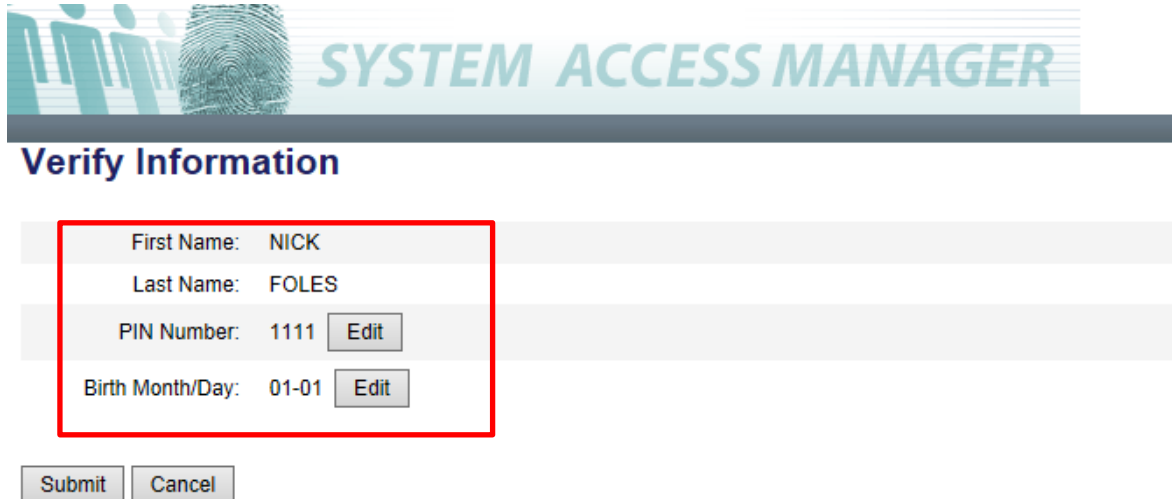
[Click here to View/Print the terms of use prior to continuing process.](#)

I have read and agree to the Terms of Use

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Figure 2-7 Agree to the Terms of Use.

9. Verify the information provided and select submit if correct. If incorrect, select edit next to the PIN or Birth Month/Day to change.



SYSTEM ACCESS MANAGER

Verify Information

First Name:	NICK	
Last Name:	FOLES	
PIN Number:	1111	<input type="button" value="Edit"/>
Birth Month/Day:	01-01	<input type="button" value="Edit"/>

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Figure 2-8 Verify your information.

10. Select **4 Password Reset Questions** and provide the appropriate **answers**. When complete, select **Submit**.



Password Reset Questions

Password reset questions enable you to reset a forgotten password without contacting the Help Desk. If you forget your password, you will be prompted to answer two questions. As with your password, do not share your password reset questions/answers.

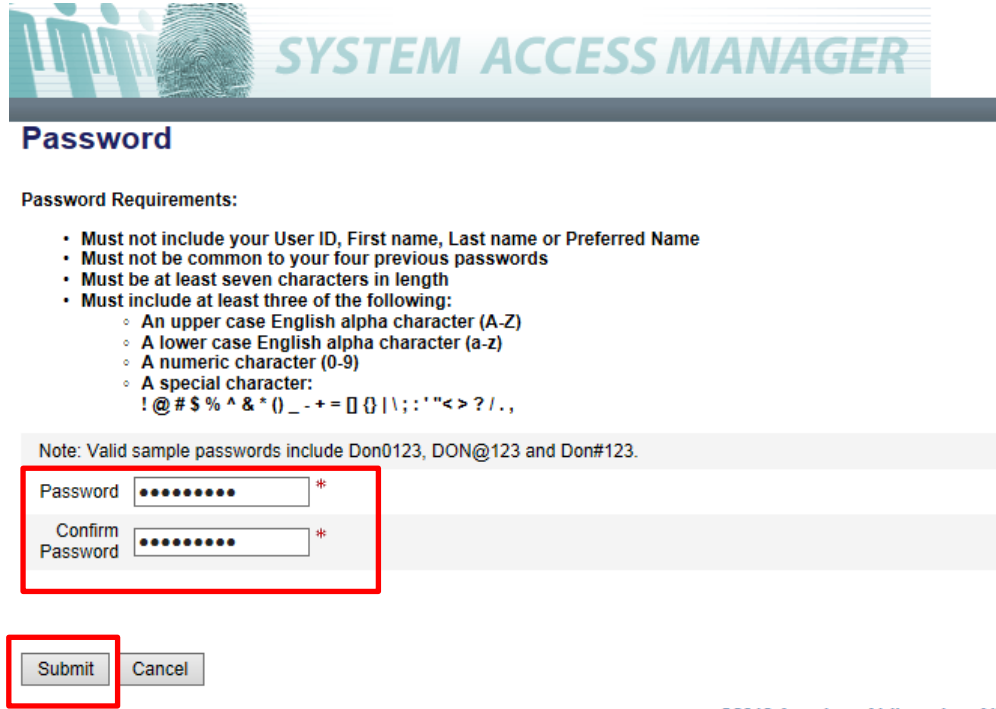
Use the dropdown menus to select a password reset question and enter the corresponding answer in the adjacent field. You must select and answer all four questions.

Question	Answer
1. What is your mother's 'maiden' or 'birth' name?	<input type="text" value="Name"/>
2. What year (YYYY) did you graduate from High School?	<input type="text" value="School"/>
3. Who is your favorite actor?	<input type="text" value="Actor"/>
4. What is the year (YYYY) of your anniversary?	<input type="text" value="Anniversary"/> x

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Figure 2-9 Create Password Reset Questions.

11. Create a password following the criteria provided, select **Submit**.



SYSTEM ACCESS MANAGER

Password

Password Requirements:

- Must not include your User ID, First name, Last name or Preferred Name
- Must not be common to your four previous passwords
- Must be at least seven characters in length
- Must include at least three of the following:
 - An upper case English alpha character (A-Z)
 - A lower case English alpha character (a-z)
 - A numeric character (0-9)
 - A special character:
!@#\$%^&*()_+ = [] {} | \ ; : ' " < > ? / . ,

Note: Valid sample passwords include Don0123, DON@123 and Don#123.

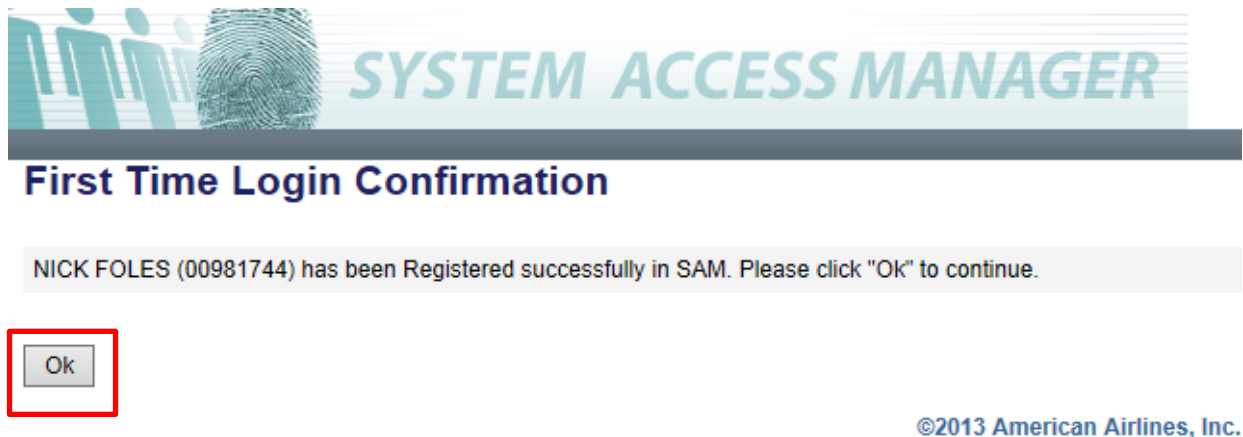
Password *

Confirm Password *

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Figure 2-10 Create a password.

12. A confirmation screen appears confirming the user's information and select **OK**.



SYSTEM ACCESS MANAGER

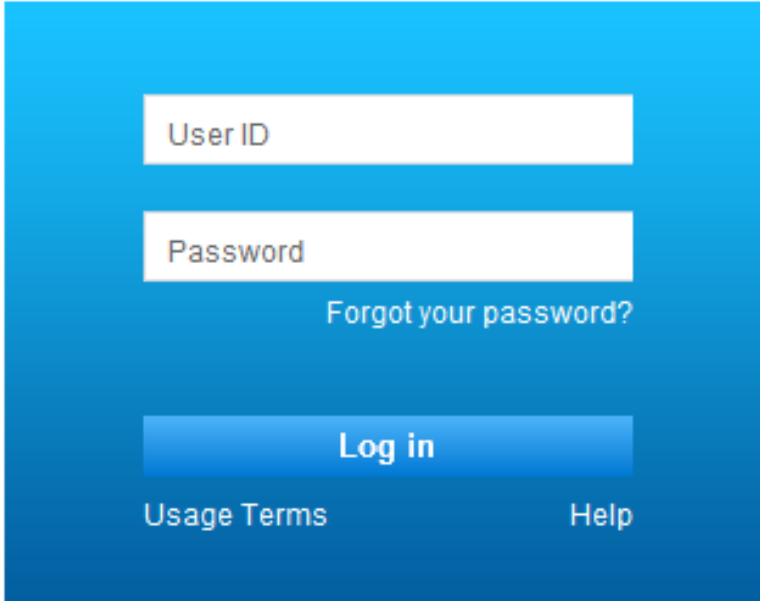
First Time Login Confirmation

NICK FOLES (00981744) has been Registered successfully in SAM. Please click "Ok" to continue.

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Figure 2-11 Confirmation of First Time Login.

13. The Contractor is now ready to log into SAM using their User ID and password just created.
14. Open the SAM log in page and login using your AA ID. <https://sam.aa.com>



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Figure 2-12 Log in using your AA ID and password.



Home My Tasks Requests Profile

Welcome, NICK FOLES

My Access

- [Change Password \(Your password expires on Sun Nov 10 2013\)](#)
- [Change Password Reset Questions/Answers](#)
- [Change Display Name](#)
- [Pending Approvals \(0\)](#)
- [Application Directory](#)

Search

Select the criteria and attribute conditions and search to find an employee, contractor, or functional account type. To search for individuals, sel

User is

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Figure 2-13 Home page welcoming the new user.