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**

![User ID](image)

Figure 1-3 Fill in the AA User ID.

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

![Confirm Identity](image)

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.

**First Time User Registration – Employees & Contractors**
When verified, select **Submit**.

<table>
<thead>
<tr>
<th>Hire Date or Seniority Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth Date</td>
<td>Month/Day</td>
</tr>
<tr>
<td>Location Code</td>
<td>3 letter code</td>
</tr>
</tbody>
</table>

**User Account Validation**

Enter User Account validation information

- **Hire Date or Seniority Date**: Dec 31, 2001
- **Birth Date**: Dec 07
- **Location Code (3 letter code)**: DFW

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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What is the name of the county you were born in?</td>
<td>USA</td>
</tr>
<tr>
<td>2. Which month of the year is your favorite?</td>
<td>August</td>
</tr>
<tr>
<td>3. What is the last name of your family doctor?</td>
<td>Smith</td>
</tr>
<tr>
<td>4. What is the year (YYYY) of your anniversary?</td>
<td>2011</td>
</tr>
</tbody>
</table>

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

Password

Submit  Cancel

Figure 1-7 Create your password.
9. **Confirm** a successful registration and click **OK**.

![First Time Login Confirmation](image)

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

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.  \texttt{https://sam.aa.com}

2. Click on \texttt{Help} located at the lower right corner of the Log In dialog box.

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{sam_login_screen.png}
\caption{SAM Login Screen, select Help.}
\end{figure}
3. Click on the **First time user registration** hyperlink.

![AMR System Access](image)

**Figure 2-2** Select the First Time User Registration link.
4. Enter your AA ID provided to you by your manager and then **Submit**.

![Figure 2-3 Enter User ID and Submit.](image)

**First-Time User Registration**

User ID: 09074

(Employee/Contractor Number)

[Submit] [Cancel]

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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.

![Confirm Identity](image)

Figure 2-4 Confirm your Identity.
6. In the User Account Validation fill in the following information provided by your Manager

<table>
<thead>
<tr>
<th>Pin Number</th>
<th>Last 4 digits of SSN/passport</th>
</tr>
</thead>
<tbody>
<tr>
<td>BirthDate</td>
<td>Month/Day</td>
</tr>
<tr>
<td>Location Code</td>
<td>3 letter code</td>
</tr>
</tbody>
</table>

When complete, select Submit.

Figure 2-5 Submit user account information.
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.

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.

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.

Figure 2-8 Verify your information.
10. Select **4 Password Reset Questions** and provide the appropriate **answers**. When complete, select **Submit**.

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.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What is your mother’s 'maiden' or 'birth' name?</td>
<td>Name</td>
</tr>
<tr>
<td>2. What year (YYYY) did you graduate from High School?</td>
<td>School</td>
</tr>
<tr>
<td>3. Who is your favorite actor?</td>
<td>Actor</td>
</tr>
<tr>
<td>4. What is the year (YYYY) of your anniversary?</td>
<td>Anniversary</td>
</tr>
</tbody>
</table>

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Figure 2-9 Create Password Reset Questions.
11. Create a password following the criteria provided, select **Submit**.

**Figure 2-10** Create a password.

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

**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

Figure 2-12 Log in using your AA ID and password.
Figure 2-13 Home page welcoming the new user.