Internet Access User Guide

What’s New

- All Employee and Contractor accounts will have a defaulted Internet Access of Company Allowed Sites.
- Managers and their Delegates can grant their direct reports Basic and Standard Internet Access.
- Managers and their Delegates can request R32, Social Media and Personal Storage Access for their direct reports.
- Requests for R32 and Social Media Access need to be approved by an Internet Administrator.
- Requests for Personal Storage need to be approved by the Requesters Managing Director.
- Internet Administrators can Disable Internet Access for all Employee, Contractor and Functional accounts for Overuse or Abuse.
- Managers and their Delegates must request to Enable Internet Access for an account that has been disabled.
- Internet Administrators must approve an Enable Internet Access request by a Manager or Delegate in order for Internet Access to be re-enabled.
Audience:

- All Managers and Delegates accessing System Access Manager (SAM).
- All Employees and Contractors accessing the Internet.

Objective:

- Grant, Remove and Enable Internet Access for a User or Functional Account.
Things You Should Know Before You Begin

- Additional help and information is available to assist you in editing ‘Internet Access’. This information is indicated when the 🌐 or 📜 icons are visible.

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

- Basic and Standard Access do not require approval, R32 and Social Media Access require approval from an ITS Internet Administrator and Personal Storage Access requires approval from a Managing Director.

- Always grant Basic and Standard Access prior to requesting access that requires approval. If requested simultaneously, no access will be granted until the request is approved. If the request is rejected, no access will be granted.

- Due to the requests going to different approvers, R32 and Social Media Access cannot be requested along with Personal Storage Access.

- When requesting R32, Social Media or Personal Storage Access you will receive an email notification stating that your request has been successfully submitted for approval.

- You will receive an email notification when your request to grant R32, Social Media or Personal Storage Access has been approved or rejected.
To Get Started

Action:

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

Response:

Welcome, home page
Action:
Click the ‘Manage Users’ tab

Response:
Manager Options
**Action:**

Select ‘List All Users (direct reports’.

**Response:**

List of all direct reports.
Action:

Click on the User whose Internet Access you want to edit.

Response:

Four information tabs will be displayed for the User: Identity, HR Information, Security Information and Application Access.
Action:
Click the ‘Application Access’ tab.

Response:
Current Access for the User.
Action:
Click ‘Edit’ in Application Access field for Internet.

Response:
Complete access request pop-up window.
Action:

Select the Internet Access you want to grant to the User one at a time. In this scenario we will grant the User Standard Internet Access. Enter information in the ‘Additional Info’ text box and select ‘Next’.

*Remember:

- Basic and Standard Access do not require approval, R32 and Social Media Access require approval from an ITS Internet Administrator and Personal Storage Access requires approval from a Managing Director.

Response:

Review and Submit page.
**Action:**

Review the access and click ‘Submit’ if the new value is correct.

**Response:**

Confirmation Page.
Action:
Click Ok to acknowledge confirmation.

Response:
Internet Access updates and correct access is displayed in the Internet field.
Removing Internet Access

Action:
Click ‘Edit’ in Application Access field for Internet.

Response:
Complete access request pop-up window.
Action:
Select the Internet Access you want to remove for the User one at a time. In this scenario we will remove Social Media Access for the User. Enter information in the ‘Additional Info’ text box and select ‘Next’.

- A Manager and Delegate can remove all Internet Access values for their direct reports except for Company Allowed Sites.

Response:
Review and Submit page.
Action:
Review the access and click ‘Submit’ if the new value is correct.

Response:
Confirmation Page.
Action:

Click Ok to acknowledge confirmation.

Response:

Internet Access updates and correct access is displayed in the Internet field.
Requesting to Enable Internet Access for a Disabled Account

Action:

You will see Disabled in the Access Roles Assigned for Internet when a User’s Internet Access has been disabled.

To request to enable the account click ‘Edit’ in the Application Access field for Internet.

Response:

Complete access request pop-up window.
Action:

From the Action dropdown select Enable Access, enter ‘Additional Info’ (reason for requesting to enable the account) and select ‘Next’.

Response:

Review and Submit page.
Action:
Review the access and click ‘Submit’ if the new value is correct.

Response:
Confirmation Page.
Action:

Your request to enable Internet Access has been submitted to the Internet ITS Security Team for approval. Click Ok to acknowledge confirmation.

Response:

You will receive an email notification when this request is approved or rejected. If approved the User will be granted the same Internet Access they had prior to being disabled.