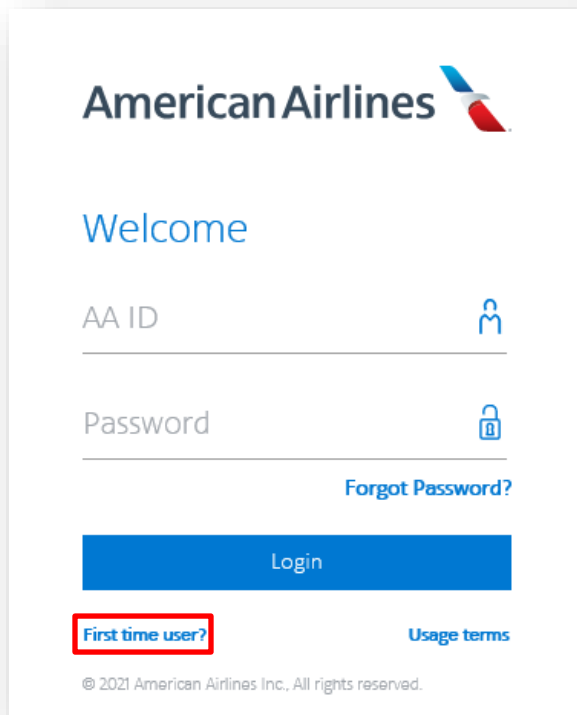


First Time User Registration - Employee

1. Navigate to SAM (<https://sam.aa.com>) then click on the **First time user?** hyperlink.



The image shows the American Airlines SAM (Self Admin Module) login page. At the top is the American Airlines logo. Below it is the word "Welcome" in blue. There are two input fields: "AA ID" with a person icon and "Password" with a lock icon. Below the password field is a "Forgot Password?" link. A blue "Login" button is centered below the fields. At the bottom left, the "First time user?" link is highlighted with a red rectangle. To its right is a "Usage terms" link. At the very bottom is the copyright notice: "© 2021 American Airlines Inc., All rights reserved."

American Airlines

Welcome

AA ID

Password

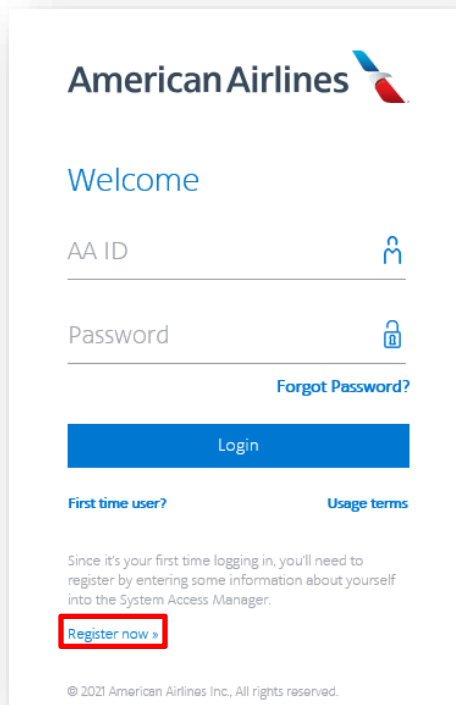
[Forgot Password?](#)

Login

[First time user?](#) [Usage terms](#)

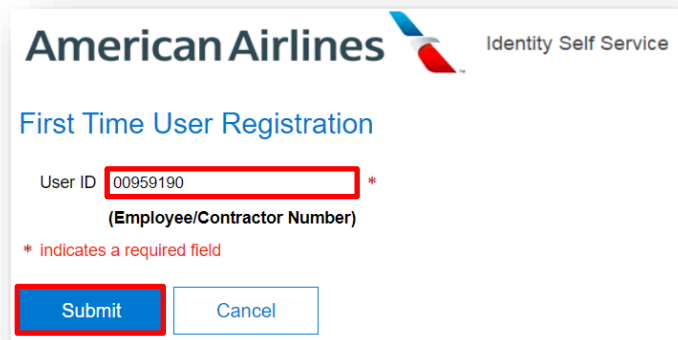
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2. Click on the **Register now »** hyperlink.



The image shows the American Airlines 'Welcome' login page. At the top is the American Airlines logo. Below it is the word 'Welcome' in blue. There are two input fields: 'AA ID' with a person icon and 'Password' with a lock icon. A 'Forgot Password?' link is next to the password field. A blue 'Login' button is below the fields. At the bottom, there are links for 'First time user?' and 'Usage terms'. A paragraph explains that first-time users need to register. A red box highlights the 'Register now »' link. The footer contains the copyright notice: '© 2021 American Airlines Inc., All rights reserved.'

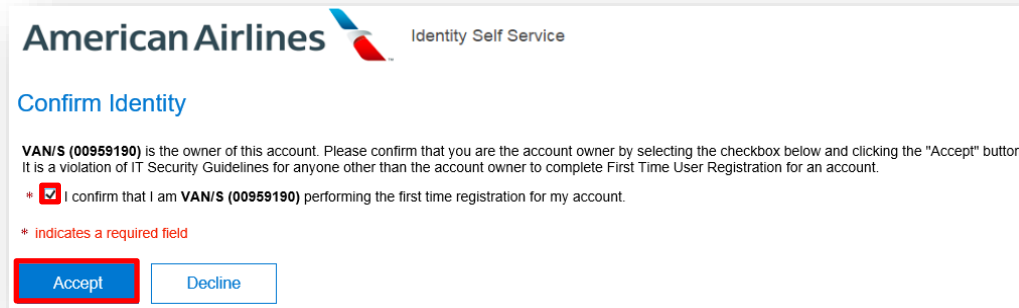
3. Enter your **8 digit AA ID** (including the leading zeros) located in the Welcome Email that was sent to you then click **Submit**.



The image shows the 'First Time User Registration' page in the American Airlines Identity Self Service portal. The header includes the American Airlines logo and the text 'Identity Self Service'. The title 'First Time User Registration' is in blue. The 'User ID' field contains the value '00959190' and is marked with a red asterisk. Below it is the label '(Employee/Contractor Number)'. A red asterisk with the text '* indicates a required field' is shown. At the bottom are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'.

4. Select the **checkbox** to confirm the identity associated with the User ID then click **Accept**.

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



American Airlines Identity Self Service

Confirm Identity

VAN/S (00959190) is the owner of this account. Please confirm that you are the account owner by selecting the checkbox below and clicking the "Accept" 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.

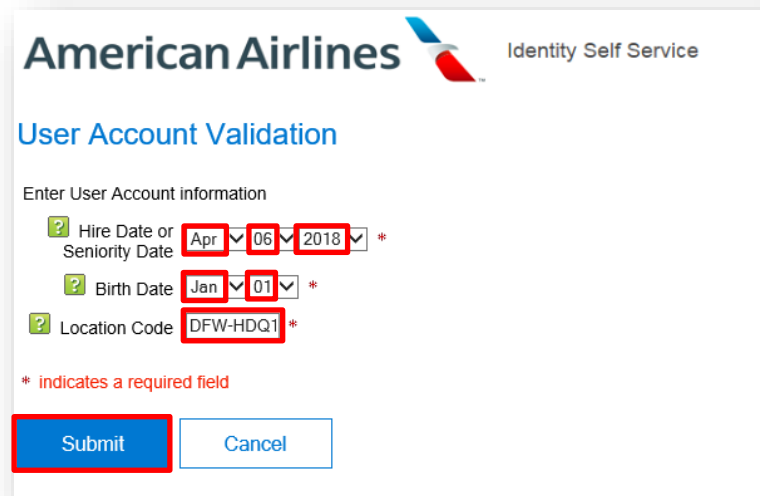
* ☒ I confirm that I am **VAN/S (00959190)** performing the first time registration for my account.

* indicates a required field

Accept **Decline**

5. Enter the user account validation information then click **Submit**.

Note: Your Hire Date or Seniority Date and Location Code is provided in your Welcome to American Airlines email.



American Airlines Identity Self Service

User Account Validation

Enter User Account information

? Hire Date or Seniority Date Apr 06 2018 *

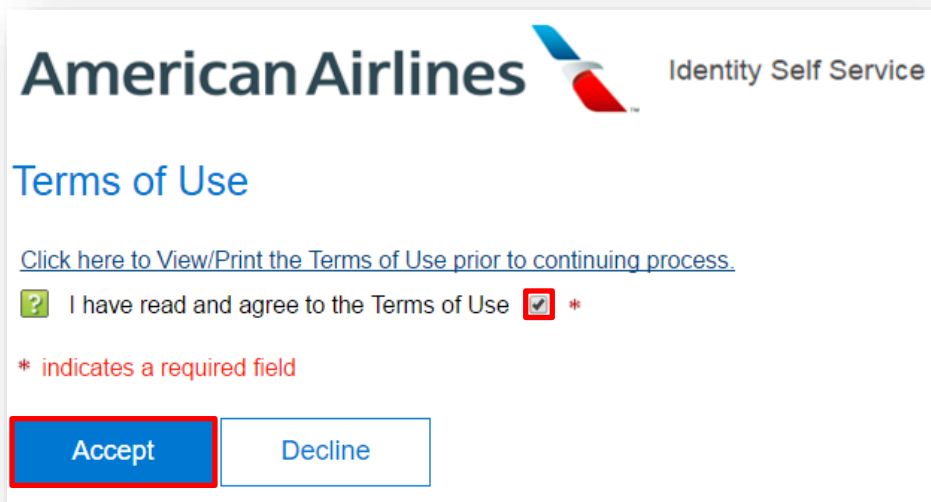
? Birth Date Jan 01 *

? Location Code DFW-HDQ1 *

* indicates a required field

Submit **Cancel**

6. After you read the Terms of Use, select the **checkbox** to agree then click **Accept**.



American Airlines Identity Self Service

Terms of Use

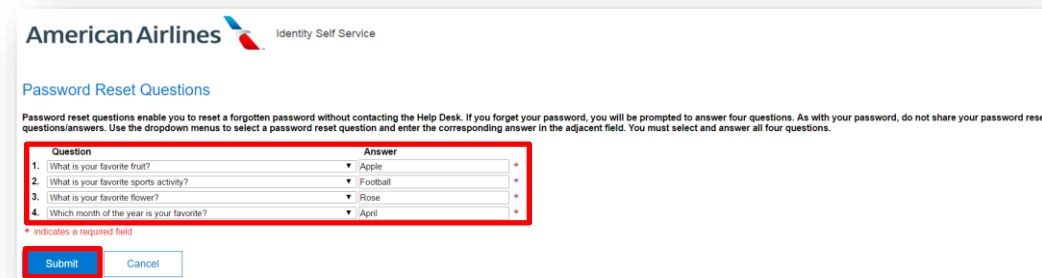
[Click here to View/Print the Terms of Use prior to continuing process.](#)

☒ I have read and agree to the Terms of Use *

* indicates a required field

Accept Decline

7. Select **4 Password Reset Questions** and provide the appropriate **answers**. When complete, click **Submit**.
- Note:** No repeating questions/answers are allowed.



American Airlines Identity Self Service

Password Reset Questions

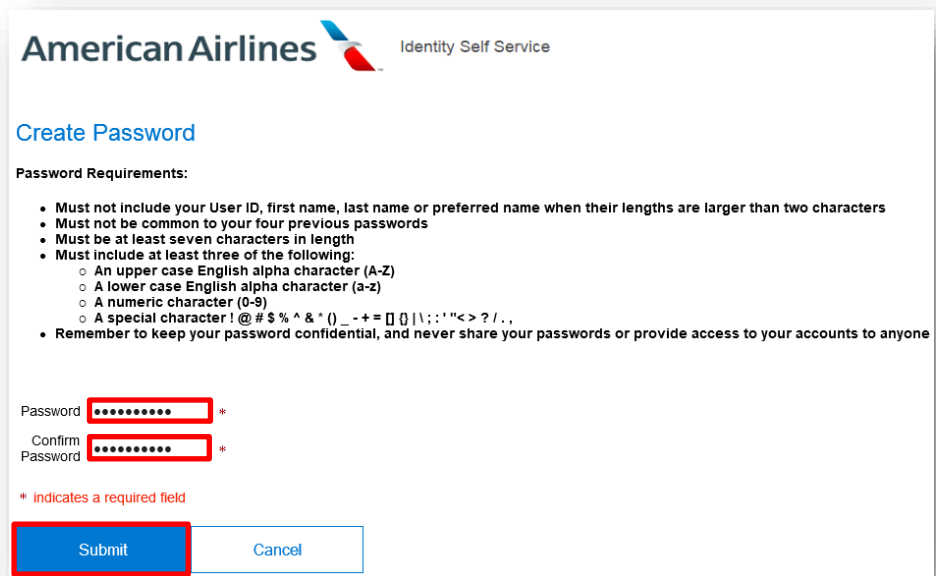
Password reset questions enable you to reset a forgotten password without contacting the Help Desk. If you forget your password, you will be prompted to answer four questions. As with your password, do not share your password reset questions/answers. Use the dropdown menus to select a password reset question and enter the corresponding answer in the adjacent field. You must select and answer all four questions.

| Question | Answer |
|--|----------|
| 1. What is your favorite fruit? | Apple |
| 2. What is your favorite sports activity? | Football |
| 3. What is your favorite flower? | Rose |
| 4. Which month of the year is your favorite? | April |

* indicates a required field

Submit Cancel

8. Create a password following the criteria provided then click **Submit**.



The screenshot shows the 'Create Password' page of the American Airlines Identity Self Service. At the top, the American Airlines logo and 'Identity Self Service' text are visible. Below the title 'Create Password', the 'Password Requirements' are listed: must not include User ID, first name, last name, or preferred name (if longer than two characters); must not be common to the four previous passwords; must be at least seven characters long; 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), or a special character (!@#\$%^&*()_+={}|\;:~'<>?/.,); and a reminder to keep the password confidential. Below the requirements are two input fields: 'Password' and 'Confirm Password', both masked with dots and marked with an asterisk to indicate they are required. A red box highlights the 'Submit' button at the bottom left, with a 'Cancel' button to its right. A small red asterisk with the text '* Indicates a required field' is located above the buttons.

American Airlines Identity Self Service

Create Password

Password Requirements:

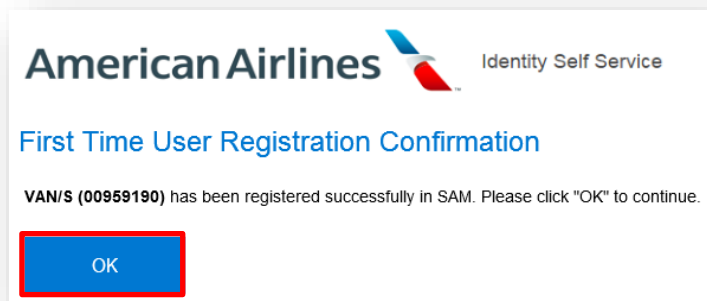
- Must not include your User ID, first name, last name or preferred name when their lengths are larger than two characters
- Must not be common to your four previous passwords
- Must be at least seven characters in length
- Must include at least three of the following:
 - An upper case English alpha character (A-Z)
 - A lower case English alpha character (a-z)
 - A numeric character (0-9)
 - A special character ! @ # \$ % ^ & * () _ - + = [] \ ; : ' " < > ? / . ,
- Remember to keep your password confidential, and never share your passwords or provide access to your accounts to anyone

Password: *

Confirm Password: *

* Indicates a required field

9. A confirmation screen appears, click **OK**.



The screenshot shows the 'First Time User Registration Confirmation' page of the American Airlines Identity Self Service. At the top, the American Airlines logo and 'Identity Self Service' text are visible. Below the title 'First Time User Registration Confirmation', a message states: 'VAN/S (00959190) has been registered successfully in SAM. Please click "OK" to continue.' Below the message is a single blue button with the text 'OK', which is highlighted with a red border.

American Airlines Identity Self Service

First Time User Registration Confirmation

VAN/S (00959190) has been registered successfully in SAM. Please click "OK" to continue.

Congratulations! User has successfully registered.