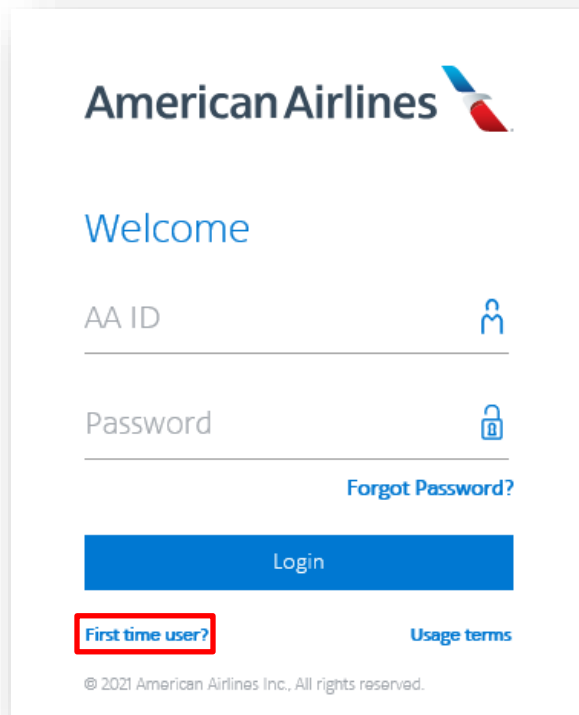


First Time User Registration - Contractor

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

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



American Airlines

Welcome

AA ID

Password

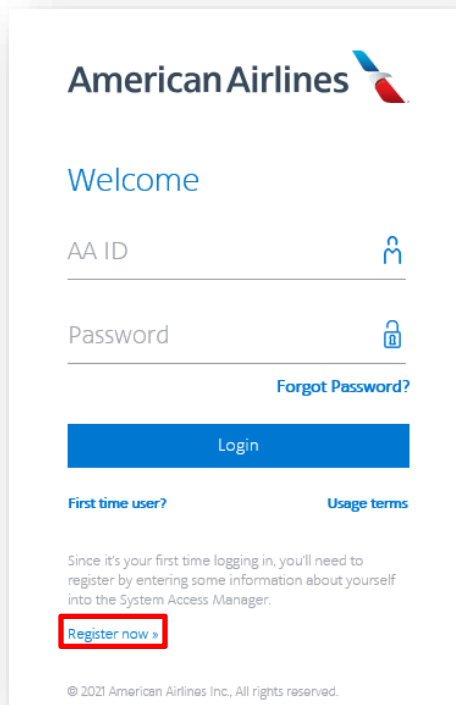
[Forgot Password?](#)

Login

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

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



The image shows the American Airlines Identity Self Service login page. At the top is the American Airlines logo. Below it is the word "Welcome". There are two input fields: "AA ID" with a person icon and "Password" with a lock icon. A "Forgot Password?" link is to the right of the password field. Below these is a blue "Login" button. Under the button are two links: "First time user?" and "Usage terms". A paragraph of text explains that first-time users need to register. At the bottom of this paragraph is a red-bordered button labeled "Register now »". The footer contains the copyright notice "© 2021 American Airlines Inc., All rights reserved."

American Airlines

Welcome

AA ID

Password

[Forgot Password?](#)

Login

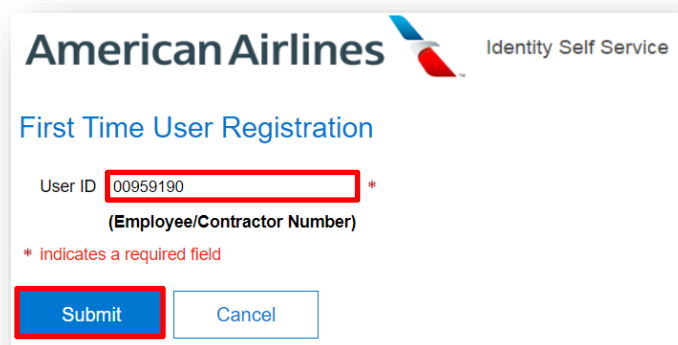
[First time user?](#) [Usage terms](#)

Since it's your first time logging in, you'll need to register by entering some information about yourself into the System Access Manager.

[Register now »](#)

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3. Enter your **8 digit AA ID** (including the leading zeros) provided to you by your manager then click **Submit**.



The image shows the American Airlines Identity Self Service "First Time User Registration" page. It features the American Airlines logo and the text "Identity Self Service". The title "First Time User Registration" is in blue. There is a "User ID" input field containing "00959190" with an asterisk to its right. Below the field is the label "(Employee/Contractor Number)". A red asterisk with the text "* indicates a required field" is shown. At the bottom are two buttons: a red-bordered "Submit" button and a "Cancel" button.

American Airlines Identity Self Service

First Time User Registration

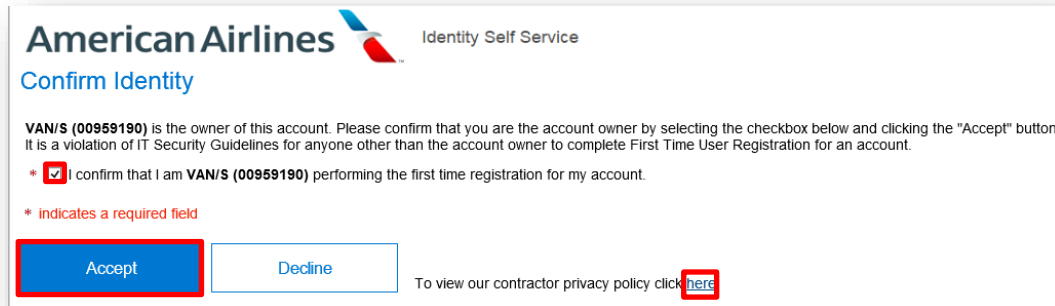
User ID *

(Employee/Contractor Number)

* indicates a required field

- Review the contractor privacy policy by clicking on the **here** hyperlink and 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 same as the name and ID shown.



American Airlines Identity Self Service

Confirm Identity

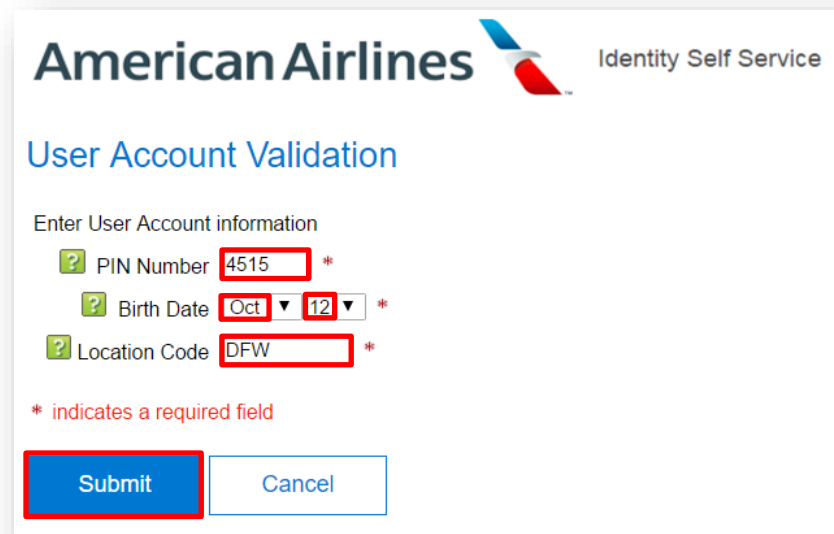
VAN/S (00959190) is the owner of this account. Please confirm that you are the account owner by selecting the checkbox below and clicking the "Accept" button. It is a violation of IT Security Guidelines for anyone other than the account owner to complete First Time User Registration for an account.

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

* indicates a required field

To view our contractor privacy policy click [here](#)

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



American Airlines Identity Self Service

User Account Validation

Enter User Account information

? PIN Number *

? Birth Date *

? Location Code *

* indicates a required field

6. After you read the Non Disclosure Agreement, select the **checkbox** to agree then click **Accept**.

American Airlines



Identity Self Service

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 ☒ *


* indicates a required field

Accept

Decline

7. 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

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

Note: No repeating questions/answers are allowed.

The screenshot shows the 'Password Reset Questions' page in the American Airlines Identity Self Service portal. The page has a header with the American Airlines logo and 'Identity Self Service'. Below the header, the title 'Password Reset Questions' is displayed. A paragraph explains that these questions enable password resets without contacting the Help Desk. A table with two columns, 'Question' and 'Answer', contains four rows of questions and answers. The questions are: 'What is your favorite fruit?' (Apple), 'What is your shoe size?' (Seven), 'What instrument can you play or would you like to be able to play?' (Piano), and 'Who is your favorite actor?' (Tom). The 'Submit' button is highlighted with a red border. A red asterisk indicates a required field.

Question	Answer
1. What is your favorite fruit?	Apple
2. What is your shoe size?	Seven
3. What instrument can you play or would you like to be able to play?	Piano
4. Who is your favorite actor?	Tom

* indicates a required field

Submit Cancel

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

The screenshot shows the 'Create Password' page in the American Airlines Identity Self Service portal. The page has a header with the American Airlines logo and 'Identity Self Service'. Below the header, the title 'Create Password' is displayed. A section titled 'Password Requirements:' lists the criteria for a new password. The requirements are: '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', and '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), and A special character (!@#\$%^&*()_-=+[]{}|;: '<> ? / , .)'. A final reminder states: 'Remember to keep your password confidential, and never share your passwords or provide access to your accounts to anyone'. Below the requirements, there are two input fields: 'Password' and 'Confirm Password', both with red borders and red asterisks indicating they are required fields. The 'Submit' button is highlighted with a red border. A red asterisk indicates a required field.

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

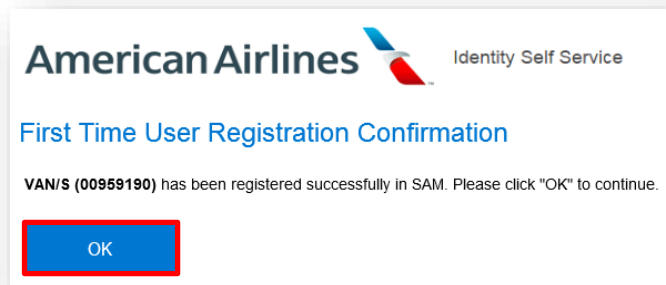
Password *

Confirm Password *

* indicates a required field

Submit Cancel

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



Congratulations! User has successfully registered.