

## Piedmont Airlines Fuel Designated Trainer: Onboarding

### Welcome

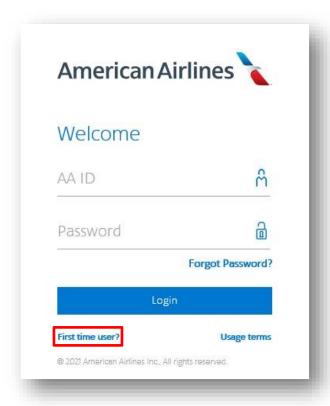
In your new role as a Piedmont Airlines Fuel Designated Trainer, you have been assigned an American Airlines number that allows you access to our learning management system, The Learning Hub, for Piedmont-specific training. This onboarding document will guide you through two key elements to accessing and maintaining training via The Learning Hub: 1) Complete the First Time User Registration process to confirm your account and update your password, and 2) Familiarization with the Learning Hub and accessing/completing required training for your role as a Piedmont Airlines Fuel Designated Trainer.

Note: The AA number issued to you is for Learning Hub access/Piedmont training only and is not to be used on any other documentation.

### **First Time User Registration - Contractor**

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

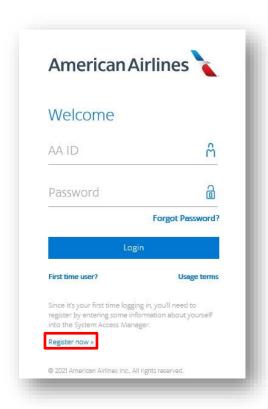
1. Navigate to SAM (https://sam.aa.com) then click on the First time user? hyperlink.





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2. Click on the Register now » hyperlink.



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



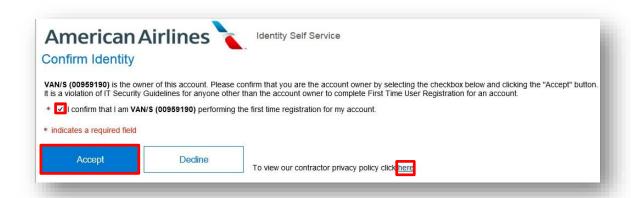
the name and ID shown.



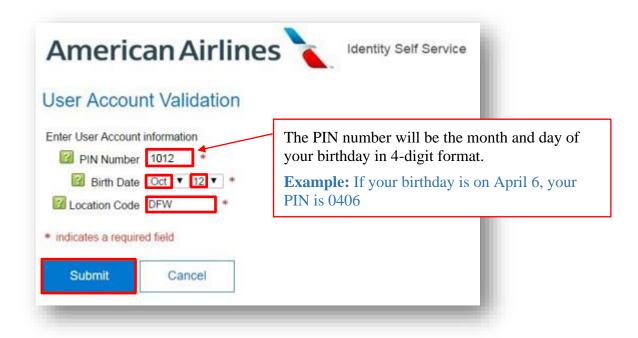
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Review the contractor privacy policy by clicking on the here hyperlink and select the checkbox to confirm the identity associated with the User ID, then click Accept.
 Note: This confirmation validates the person completing this registration is same as



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





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

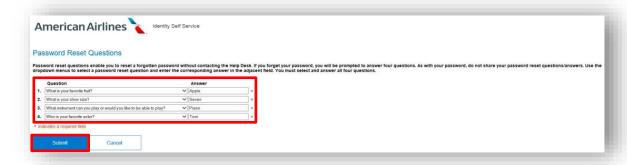


6. After you read the Terms of Use, select the **checkbox** to agree then click **Accept**.



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

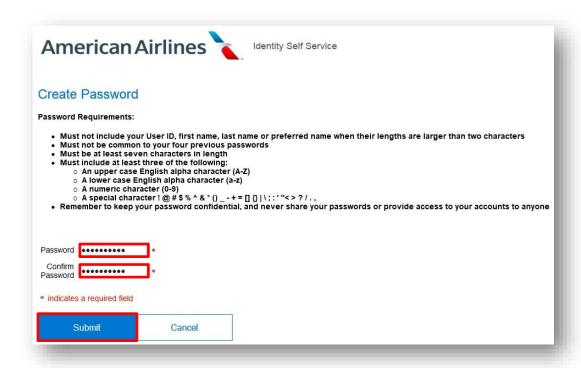
**Note:** No repeating questions/answers are allowed.





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



9. A confirmation screen appears, click OK.



### Congratulations!

User has successfully registered.

### Sign Out of the SAM website.

To access Piedmont training, log into Learning Hub using your Piedmont-Specific AA ID (the same one used to log into SAM above) and new password. Learning Hub details are on the following pages.



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### **The Learning Hub**

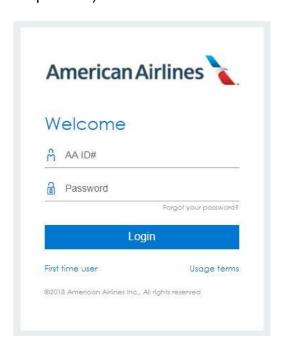
### What is the Learning Hub?

The Learning Hub is Piedmont's learning management system. It allows you to see your required courses, search and register for training, take web-based training (WBT), view your transcript, and run reports.

#### How do I access it?

Navigate directly to <u>learninghub.aa.com</u> (Note: Internet Explorer is no longer supported or updated by Microsoft and therefore not recommended by Piedmont. Microsoft Edge, Google Chrome, or Mozilla Firefox are all acceptable browsers).

Log in with your AA ID# and password (the same ID and password established by completing the First Time User Registration process).



#### YOUR DASHBOARD

When you log in, your landing page, or your homepage, will be your learner dashboard. This is where you will see activities assigned to you and their due dates, as well as links to your Training Transcript, a link to your My Qualifications/Authorization/Training Details Report, and a link to other Piedmont Maintenance reports.

The next page shows a full view of the Learner Dashboard.

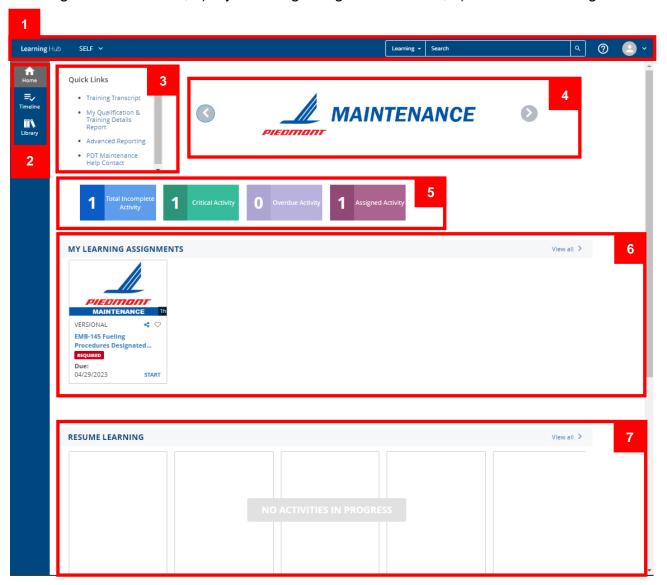


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### LEARNER DASHBOARD

Below is a view of what your homepage in the Learning Hub should look like. It has seven key parts: 1) Main Navigation Bar; 2) Control Panel; 3) Quick Links; 4) Rotating Banner; 5) My Pending Actions Buttons; 6) My Learning Assignments Cards; 7) Resume Learning Cards.





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# 1 NAVIGATION BAR & 2 CONTROL PANEL

Below is a quick summary of all menu icons in the navigation bar and control panel.



- 1 or 6. LEARNING HUB AND/OR HOME: Clicking the Learning Hub or Home button at the top left of the window returns you to your dashboard, or homepage. (The only time you will not have the Learning Hub button at the top is on linked reports that open in a new tab and do not have the main navigation bar at the top of the page; when these tabs are closed, you will be returned to the tab in Learning Hub with the main navigation bar.)
- **2. SELF:** The "Self" menu has links to Advanced Reporting (the reports repository), your Training Transcript, Messages, and more. It can be searched by keywords for specific links, reports, and pages.
- **3. SEARCH:** The search bar allows you to define and search directly from the menu. This allows you to search for courses, reports, and other people.
- **4. HELP:** Clicking on the Help menu from the navigation bar navigates to an external website of help pages from our learning system provider (SumTotal). *NOTE: This help is not specific to Piedmont or American Airlines. You should use the PDT Maintenance Help Contact link under Quick Links on your Dashboard (as seen on the next page) for direct contact to the Maintenance Training Department.*
- **5. PROFILE:** The Profile (person) icon opens a menu with your profile information on it. This is where your signout button is located.
- **6.** (see 1 above)
- **7. TIMELINE:** The Timeline displays in a slide-out when clicking the bullet list icon. You can click to Start or Register for an activity directly from this slide-out. The number in a red circle (4, in this example) indicates the number of expired activities that need completing.
- **8. LIBRARY:** The books icon opens the library and allows you to search for training by workgroups and topics. It shows all training available, from mainline down. Piedmont courses are located in the "ZSYSTEM MAPPING" category.



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## 3 QUICK LINKS

Below is a quick summary of the dashboard Quick Links.



### **Training Transcript**

The Training Transcript link takes you directly to your Training Transcript.

### My Qualification & Training Details Report

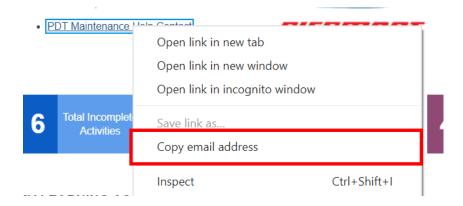
The My Qualification/Training Details Report will be your primary report, as it shows you real-time information on your qualifications and authorizations and when they expire. The quick link here is the only direct link to your My Qualification, Training Details Report (you can also navigate to the report using menu navigation).

### **Advanced Reporting**

The Advanced Reporting link opens the report repository (typically in a new tab), which houses your My Qualification/Training Details Report, among others.

### **PDT Maintenance Help Contact**

The PDT Maintenance Help Contact is a hyperlink action to send an email to DL\_PDT\_MNTCBTSupport@aa.com (this is the same email in the Help button of training activities provided by the Piedmont Maintenance Training department). Clicking the link will prompt you to choose a program to use to send an email. If you do not want the link to force open an app and start an email, you can also copy the email address by right-clicking the link and selecting "Copy email address."





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## 4 ROTATING BANNER

Below is a quick summary of the rotating banner.



The Banner at the top of the page will display a rotation of informative banners. Alerts, notifications, resources, and recommended activities may appear here as needed. Be sure to review the banners every time you log in as they will update information as needed and may impact or improve your learning experience.

## 5 MY PENDING ACTIONS

Below is a quick summary of the My Pending Actions buttons.



Your Pending Actions buttons shows, from left to right: Total Incomplete Activities, Critical Activities (total overdue and/or coming due in 30 days or less), Overdue Activities (only activities whose due dates have passed), and Assigned Activities (this number only counts assigned activities and not those you have registered for yourself).

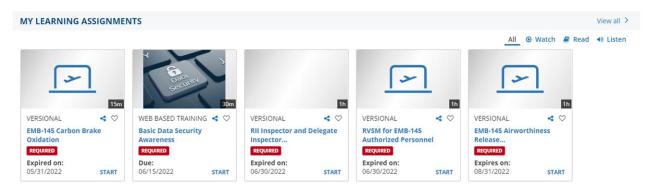
Clicking these buttons will open the applicable tab in the Timeline slide-out (same as the bullet list icon in the main menu.)



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## 6 MY LEARNING ASSIGNMENTS

Below is a quick summary of the My Learning Assignments widget.

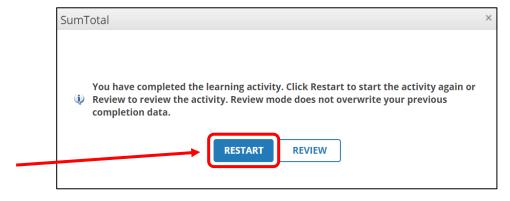


The My Learning Assignments widget acts as a To Do list ordered by earliest due date from left to right. Required training appears on your dashboard no later than 30 days before it is due. Expired activities will show first and state "Expired on [Date]" or "Due [Date]" and coming due activities will show in order of soonest due and state "Expires on [Date]" or "Due [Date]." Click the "Start" button in the lower right corner of the box to launch the activity.

Note that overdue activities not tied to an expiration do not indicate "Past Due" on the activity cards except for showing the due date, however, they will have a "Past Due" status on the Timeline.

Only one row of activity cards is populated; if you have more activities assigned than can be shown, they will appear as others are cleared. Clicking the "View all" link in the upper right will open your Training Analysis page, which will display all assignments, active and completed. You can also click the Timeline button to view only active assignments.

Your Piedmont training activities are recurrent, so you must retake the training for recurrency compliance as required. When you start a recurrent activity/topic that you have taken in Learning Hub before, you may be prompted to click "Restart" or "Review." You must click "Restart" to create a new completion record for the activity and to reset the recurrency due date upon completion.

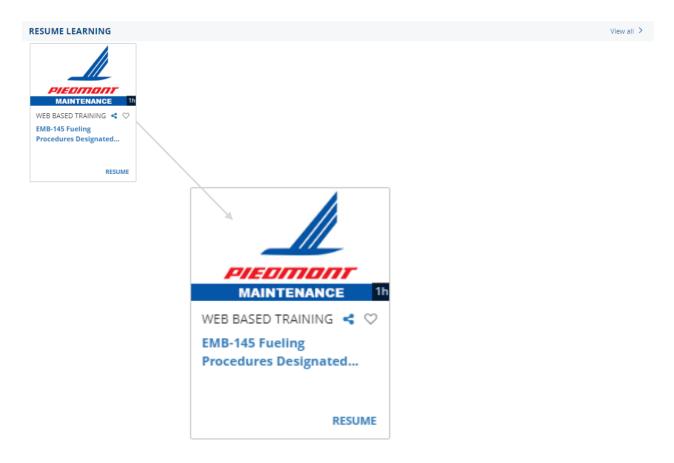




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# **RESUME LEARNING**

Below is a quick summary of the Resume Learning widget.



The Resume Learning widget displays any activity that you have started but did not complete. You can click the "Resume" button to pick up where you left off.

The My Learning Assignments widget does not indicate an "In Progress" status, but if you click the Start button on an activity that you have already started, it will resume the same as if you clicked the Resume button above.

NOTE: Resuming an activity you have started is not the same as clicking "Restart" on a recurrent activity to create a new completion record.



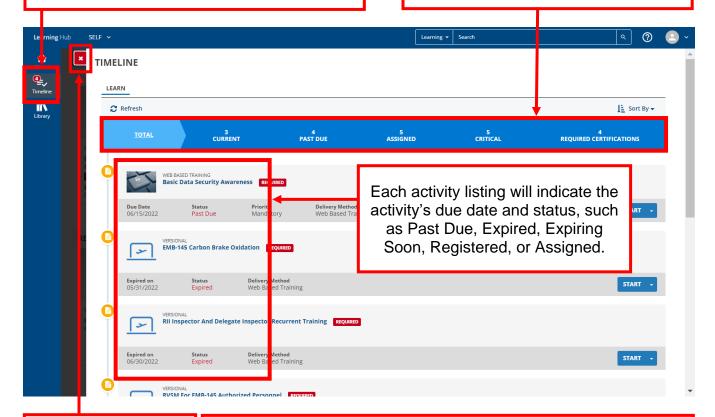
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#### **TIMELINE SLIDE-OUT**

The Timeline shows all activities assigned or that you have been registered for and will display with a Start or Register button. You can access this slide-out by clicking on any of the My Pending Actions buttons, or by clicking on the bullet-list menu icon in the Control Panel on the left.

The Timeline will open from the Timeline button in the Control Panel (below) or by clicking the My Pending Actions buttons for details. The 4 in red below indicates that there are four activities that are overdue.

The same activities shown on your dashboard are listed, and filters similar to your My Pending Actions buttons appear at the top for sorting.



If you don't want to go to any of the links in the menu, close the Timeline slideout with the red "x" tab on the top left.

Notice that you can still see the greyed out dashboard page below the Timeline. The slide-out page is essentially an interactive menu and does not redirect you away from the page you are working on. You will only be redirected if you click links in the slide-out, such as starting an activity or clicking the activity name for details.



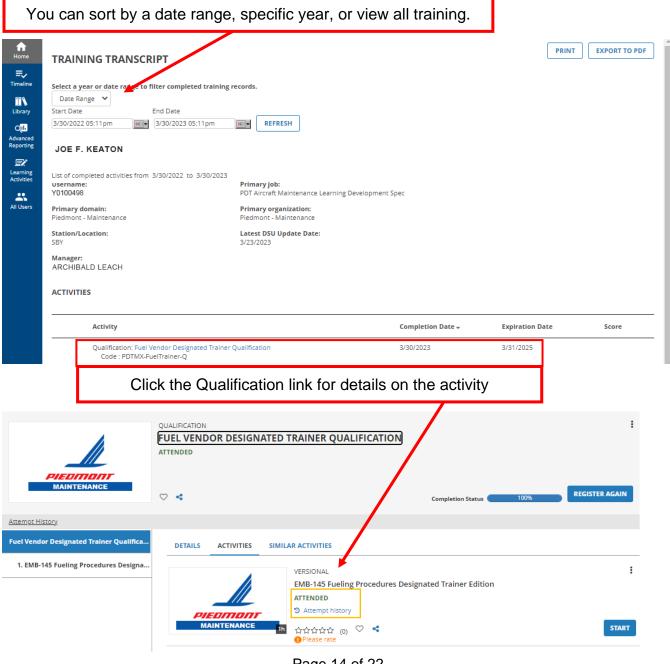
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### TRAINING TRANSCRIPT

The transcript is a list of all your completed training activity.

If the training included a score (or pass/fail indicator) you will see it on your transcript only if you completed and passed the class.

Be careful when you see Expired on your transcript for a specific activity. For recurrent courses it often means that instance of the recurrent cycle of the course is expired. If you move to the more recent courses at the top of the transcript, you may find another instance of the course that is not expired.



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ACTIVITIES



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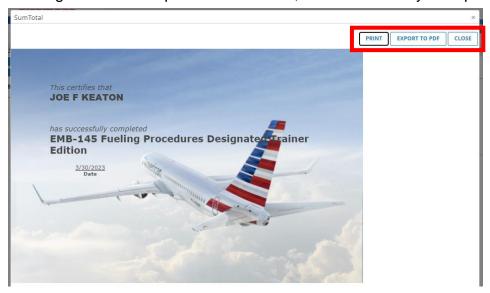
Some activities, once completed, with automatically generate a Certificate of Completion.

Activity

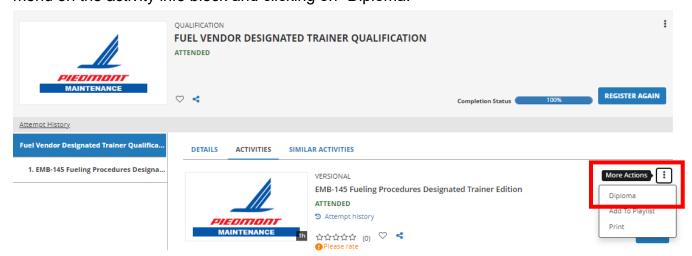
Versional: Pledmont On Call Maintenance Provider Initial EMB-145 Training
Code: PDTMX-EMB-145-OC

Web Based Training: Pledmont On Call Maintenance Provider Initial EMB-145 Training (1.1)
Effective date for this version is 11/9/2021
Code: PDTMX-EMB-145-OC-V1.1

Clicking the icon will open the Certificate, which will allow you to print it for your records.



You can also find the certificate under the Qualification details page by clicking the three dots menu on the activity info block and clicking on "Diploma."

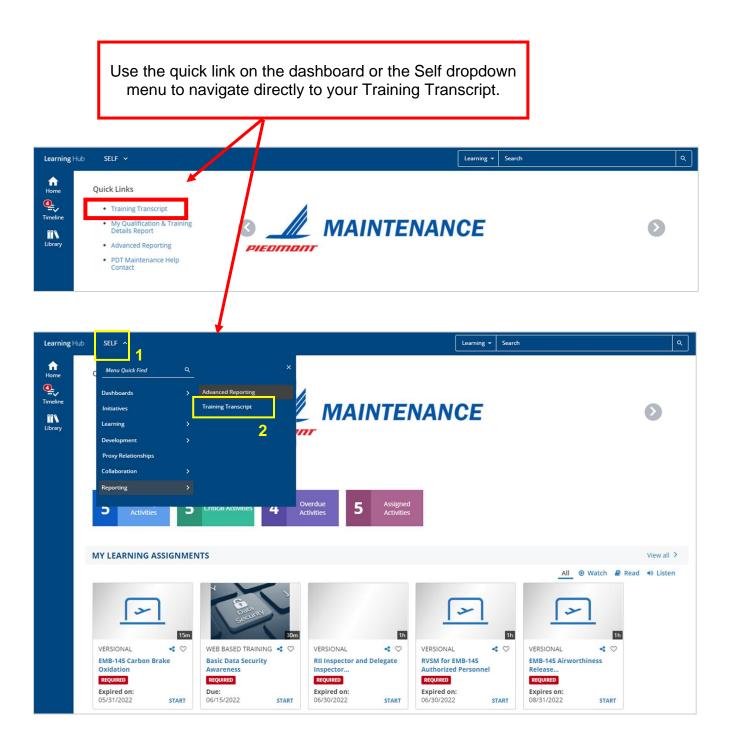




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### **Accessing your Transcript**

You can access your Transcript using a Quick Link from your dashboard or the Self pop-up menu at any time.

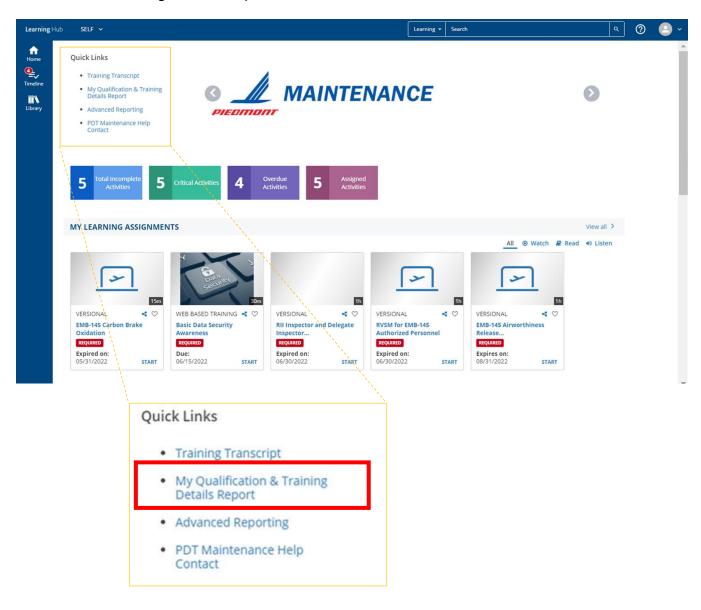




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### MY QUALIFICATION REPORT

Reports are always the best record of your current qualifications because they contain the most accurate and up-to-date information. The My Qualification/Training Details Report will be your primary report, as it shows you real-time information on your qualifications and authorizations and when they expire. The dashboard quick link is the only direct link to your My Qualification/Training Details Report.

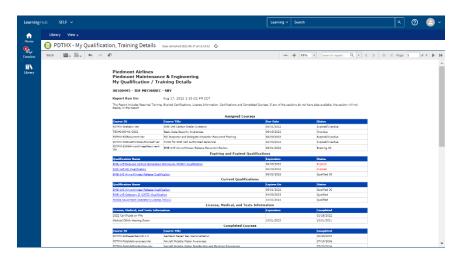




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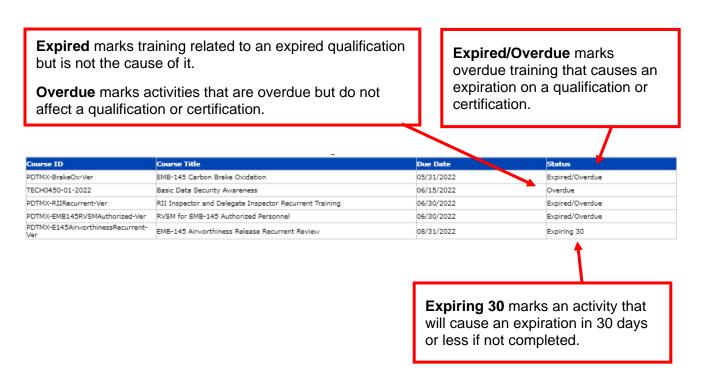
### Reading the My Qualification/Authorization/Training Details Report

The report is has five sections: Assigned Courses; Expiring and Expired Qualifications; Current Qualifications; License, Medical, and Tests Information; Completed Courses.



### Assigned Courses

Assigned courses are at the top of the report. These are the same ones in your My Learning Assignments widget and on the Timeline slide-out. The due date and status are listed for each.





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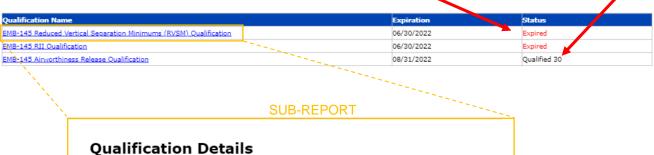
### Expiring and Expired Qualifications

The second section lists all qualifications or certifications that are expiring within the next month. The column to the left of the status lists when it did or will expire.

On this report, where you have a Qualification Name under both Current and Expiring Qualifications, you can click the name of the qualification to run a sub-report that details its status.

**Expired** means your qualification has expired and *you cannot perform* functions required by that qualification until it is reinstated.

**Qualified 30** means you have 30 days or less (until the end of the current month) to complete training in order to stay qualified.



## Report Run On: Au

**Report Run On:** Aug 18, 2022 8:29:03 AM EDT

### EMB-145 Reduced Vertical Separation Minimums (RVSM)

MECHANIC, JOE AAID#: 00100495

Activity Name	Compliant	Completion Date	Expiration Date
2022 Certificate on File	Yes	01/28/2022	N/A
Basic Indoctrination Objective	Yes	08/12/2016	N/A
EMB-145 Avionics Systems Familiarization Objective	Yes	06/14/2017	N/A
EMB-145 Initial RVSM Policies and Procedures Certification	Yes	06/14/2017	N/A
EMB-145 Reduced Vertical Separation Minimums Authorization on File	Yes	06/26/2017	N/A
RVSM for EMB-145 Authorized Personnel	No	06/11/2021	06/30/2022

The sub-report report shows you the courses that make up the qualification and, if expired, when each one expired.

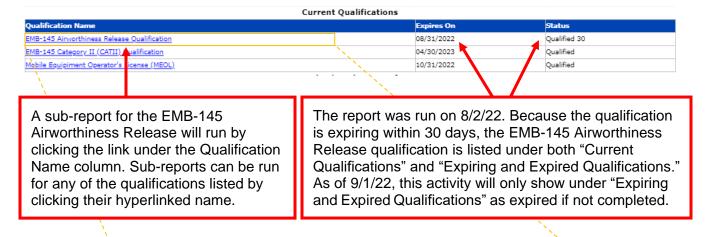
As you can see, Joe Mechanic's RVSM has expired because his recurrent training has expired.



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#### Current Qualifications

The third section lists all qualifications or certifications for which you are qualified. The column to the left of the status lists when it will expire.



#### **SUB-REPORT**

MECHANIC, JOE AAID#: 00100495				
Compliant	Completion Date	Expiration Date		
Yes	01/28/2022	N/A		
Yes	08/16/2018	N/A		
Yes	04/20/2018	N/A		
Yes	10/04/2018	N/A		
Yes	08/03/2020	08/31/2022		
	Yes Yes Yes Yes	Compliant         Completion Date           Yes         01/28/2022           Yes         08/16/2018           Yes         04/20/2018           Yes         10/04/2018		

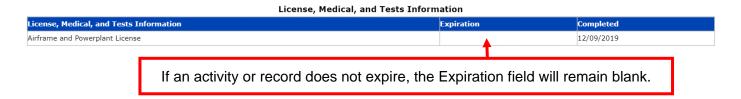
The report was run on 8/2/22. Note that with an expiration date ending on the same month, the date is highlighted in blue. In the example above this sub-report, if the expiration date was 9/30, the due date would not be highlighted blue.



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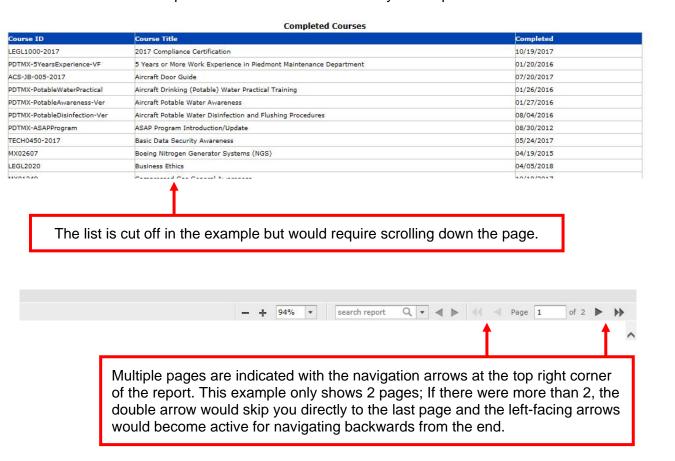
### License, Medical, and Tests Information

The fourth section lists all license, medicals, and tests on file. This area has limited documentation for vendors.



### Completed Courses

The last section lists all completed courses and the last date you completed them.





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#### SIGNING OUT

The Signout button is at the bottom of your "Profile" menu. You must sign out after every session, especially when working on a shared computer.

