

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

Velcome	
AA ID	ĥ
Password	
	Forgot Password?
Logi	n
First time user?	Usage terms



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

Welcome	
AA ID	ĥ
Password	
	Forgot Password
Login	
Login First time user?	Usage terms
Login First time user? Since it's your first time logging in, register by entering some informe nto the System Access Manager.	Usage terms you'll need to ation about yourself
Login first time user? ince it's your first time logging in, egister by entering some informe nto the System Access Manager. Legister now »	Usage ter you'll need to stion about yourse

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

American Airlines 🔪	Identity Self Service
First Time User Registration	
(Employee/Contractor Number) * indicates a required field	First Time User Registration
Submit Cancel	User ID Y9993253 * (Employee/Contractor Number) * indicates a required field Submit



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.

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" 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	- 1
YAN/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" 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	- 1
I confirm that I am VAN/S (00959190) performing the first time registration for my account. indicates a required field	' button.
indicates a required field	- 1
Accept Decline To view our contractor privacy policy distribute	

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

es Identity Self Service
The PIN number will be the month and day of your birthday in 4-digit format.
Example: If your birthday is on April 6, your PIN is 0406



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

Americ	an Airlines	Identity Self Service
Non Disclos	ure Agreement	
Click here to View/F	Print the Non Disclosure Agre I agree to the Non Disclosure ed field	ement prior to continuing process.
Accept	Decline	

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.

sword Reset Questions			
word reset questions enable you to reset a forgotten past	word without contacting th	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
lown menus to select a password reset question and entr	er the corresponding answe	In the adjacent field. You must select and answer all four quest	tions.
Question	Answer		
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	+	
Who is your favorite actor?	✓ Tom	*	
cates a required field			



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.



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).

American	Annies
Welcome	
AA ID#	
Password	
	Forgot your password?
, L	ogin
First time user	Usage term:
©2018 American Airlines In	c., All rights reserved

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.



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.

1			
Learning Hu	ub SELF 🗸 👘	Learning + Search Q	0 🕒 -
Home E Timeline Library	Quick Links 3 • Training Transcript • My Qualification & Training Details Report • Advanced Reporting • PDT Maintenance Help Contact	MAINTENANCE	•
	1 Total Incomplete Activity 1	Critical Activity 0 Overdue Activity 1 Assigned Activity	
	MY LEARNING ASSIGNMENTS	View all >	6
	MAINTENANCE In VERSIONAL & © EMB-145 Fueling Procedures Designated Excutato		
	04/29/2023 START		
	RESUME LEARNING	View all >	7



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.



3 QUICK LINKS

Below is a quick summary of the dashboard Quick Links.

Quic	k Links
•	Training Transcript
•	My Qualification & Training Details Report
•	Advanced Reporting
•	PDT Maintenance Help Contact

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 realtime 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."

• PI	DT Maintenance	Uala Cantaat	
		Open link in new tab	
		Open link in new window	
		Open link in incognito windo	w
6	Total Incomplet	Save link as	
	Activities	Copy email address	
		Inspect	Ctrl+Shift+I



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.)



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.

SumT	Total
(į)	You have completed the learning activity. Click Restart to start the activity again or Review to review the activity. Review mode does not overwrite your previous completion data.
	RESTART

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7 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.



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.

Le rni	ing Hub	SELF 🗸					Learning	r Search	۹	0	2 ~
	×	тіме	LINE					·			
Timeline	. 1	LEA	RN								_
Library		c	Refresh						j≞ :	ort By 🔻	
			TOTAL	3 CURRENT		4 PAST DUE	5 ASSIGNED	5 CRITICAL	4 REQUIRED CERTIFICATIO	NS	
	E	0	Due Date 06/15/2022	WEB BASED TRAINING Basic Data Security Awaren Status Past Due VERSIONAL EMB-145 Carbon Brake Oxi	ness RE JIRED Priorit Mand tory	Delivery Methon Web Based Tra	Each activi activity's dr as Past I Soon, Re	ty listing will ue date and Due, Expired egistered, or	indicate the status, such I, Expiring Assigned.	IRT -	
			Expired on 05/31/2022	Status Expired	Delivery Method Web Bared Trai	ining			ST	ART -	
				VERSIONAL RII Inspector And Delegate	Inspecto Recuri	rent Training REQUIRE	D				
			Expired on 06/30/2022	Status Expired	Delivery Method Web Bared Trai	ining			ST	ART -	
		ļ	\frown	VERSIONAL RVSM For FMR-145 Authori	zed Personnel	REQUIRED					

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.



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.

Yc	ou ca	n sort by a	date range	, specific	; year, or viev	v all training.		
Home Fimeline Library Advanced Reporting Activities Learning Activities	Select of Date Start Do 3/30/20 JOE List of Co userna Y01004 Primar Piedmo SBY Manage ARCHI	NING TRANSCR a year or date ratio to f Range V Itte 122 05:11pm IIII F. KEATON ompleted activities from me: 198 y domain: nt - Maintenance /Location: er: IBALD LEACH	IIIter completed training i End Date (3/30/2023 05:11pm) 3/30/2022 to 3/30/2023	Primary job: PDT Aircraft Main Primary organiz Piedmont - Maint Latest DSU Updł 3/23/2023	tenance Learning Developmen ation: enance ate Date:	nt Spec	PR	NT EXPORT TO PDF
		TIES Activity Qualification: Fuel V	/endor Designated Trainer	Qualification		Completion Date – 3/30/2023	Expiration Date	Score
Click the Qualification link for details on the activity							EREGISTER AGAIN	
Attempt His	story or Designa	tted Trainer Qualifica	DETAILS ACTI	VITIES SIMILA	R ACTIVITIES VERSIONAL EMB-145 Fueling Procedu ③ Attempt history ① Attempt history ① Attempt contact of a co	rres Designated Trainer Edit	ion	START

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



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.





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.





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.

ning⊣				Learning + Search		• 0
	Library View -					
	PDTMX - My Qualit	fication, Training Details	Data refreshed 2022-08-17 at 13:16:02			
	Back B. F.	A \$		- + 9	5% v search report Q v d	▶ dd d Page 1 of
,		Piedmont Airlines Piedmont Maintenan My Qualification / Tr	ce & Engineering aining Details			
		00100495 - JOE MECHANIC	- SBY			
		Report Run On:	Aug 17, 2022 1:16:02 PM EDT			
		This Report includes Required Training	. Expired Certifications. License Information. Certifications and Com	lated Courses. If any of the sections do n	of have data available, the section will not	
		display in the Report				
			Assigned Cour	ses		
		Course TD	Course Title	Due Date	Status	
		POTHX-BrakeOu-Ver	DND-145 Carbon Brake Duidation	05/31/2022	Expired/Overdue	
		TECH0450-01-2022	Basic Data Security Awareness	06/15/2022	Overdue	
		POTHOL-AIIRecurrent-Ver	All Inspector and Delegate Inspector Recurrent Training	06/30/2022	Expired/Overdue	
		POTNOCENEL458VSHAuthorized-Ver	RVSH for EMB-143 Authorized Personnel	06/30/2022	Expired/Overdue	
		POTHX-E14SAinverthinessRecurrent- Var	EH8-145 Airworthiness Release Recurrent Review	68/31/2022	Expiring 30	
			Expiring and Expired Q	alifications		
		Qualification Name		Expiration	Status	
		EVE-145 Reduced Vertical Separation	Minimums (RVSN). Dualification	06/30/2022	Expired	
		EHD-145 RIL Qualification		66/30/2022	Expired	
		E118-145 Airworthiness Release Quali	Fration	08/31/2022	Qualified 30	
			Current Qualifica	tions		
		Qualification Name		Expires On	Status	
		EHE-145 Ainverthiness Release Qual	Fication	08/31/2022	Qualified 30	
		EHB-145 Category II (CATII) Qualific	ation	04/30/2023	Qualified	
		Mobile Equipment Operator's License	(MEDL)	10/31/2022	Qualified	
			License, Medical, and Tes	s Information		
		License, Hedical, and Tests Infor	metion	Expiration	Completed	
		2022 Certificate on File			01/28/2022	
		Medical OSHA Hearing Exam		10/31/2022	10/01/2021	
			Completed Cou	ises		
		Course 10	Course Title		Completed	
		POTHX-AHRepairPerMd-1.0	AerMend Repair Pen Demonstration		05/36/2019	
_		VQ1NX-VytableAvareness-Ver	Aircraft Potable Water Awareness		9//24/2025	

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.



Expiring 30 marks an activity that will cause an expiration in 30 days or less if not completed.



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.



qualification and, if expired, when each one expired.

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



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.



Airworthiness Release will run by clicking the link under the Qualification Name column. Sub-reports can be run for any of the qualifications listed by clicking their hyperlinked name. The report was run on 8/2/22. Because the qualification is expiring within 30 days, the EMB-145 Airworthiness Release qualification is listed under both "Current Qualifications" and "Expiring and Expired Qualifications." As of 9/1/22, this activity will only show under "Expiring and Expired Qualifications" as expired if not completed.

SUB-REPORT

EMB-145 Airworthiness Release Qualification (PDTMX-MECHANIC, JOEAAID#: 00100495							
Activity Name	Compliant	Completion Date	Expiration Date				
2022 Certificate on File	Yes	01/28/2022	N/A				
EMB-145 Airworthiness Release Authorization on File	Yes	08/16/2018	N/A				
EMB-145 Systems Training Objective	Yes	04/20/2018	N/A				
EMB-145 Initial Airworthiness Training Objective	Yes	10/04/2018	N/A				
EMB-145 Airworthiness Release Recurrent Review	Yes	08/03/2020	08/31/2022				

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.



License, Medical, and Tests Information

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

License, Medical, and Tests Information



Completed Courses

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

Completed Courses							
Course ID	Course Title	Completed					
LEGL1000-2017	2017 Compliance Certification	10/19/2017					
PDTMX-5YearsExperience-VF	5 Years or More Work Experience in Piedmont Maintenance Department	01/20/2016					
ACS-JB-005-2017	Aircraft Door Guide	07/20/2017					
PDTMX-PotableWaterPractical	Aircraft Drinking (Potable) Water Practical Training	01/26/2016					
PDTMX-PotableAwareness-Ver	Aircraft Potable Water Awareness	01/27/2016					
PDTMX-PotableDisinfection-Ver	Aircraft Potable Water Disinfection and Flushing Procedures	08/04/2016					
PDTMX-ASAPProgram	ASAP Program Introduction/Update	08/30/2012					
TECH0450-2017	Basic Data Security Awareness	05/24/2017					
MX02607	Boeing Nitrogen Generator Systems (NGS)	04/19/2015					
LEGL2020	Business Ethics	04/05/2018					
		10/10/0017					
	<u> </u>						

The list is cut off in the example but would require scrolling down the page.





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.

Learning Hub) SELF V	Learning 🛪 Search	۹ 🕐 🦲 ۸
Home Conce Timeline Itivary	Quick Links Training Transcript My Qualification & Training Details Report Advanced Reporting PDT Maintenance Help Contact	MAINTENANCE	JOE MECHANIC JOE MECHANIC PDT Aircraft Maintenance Quality Control Inspector Porfile Dustaile Signour
	5 Total Incomplete Activities 5	Critical Activities 4 Overdue Activities 5 Assigned Activities	View all >
	ISm VERSIONAL < ♡ EMB-145 Carbon Brake	All © Watch @ R Image: Second se	ad 40 Listen
	Oxidation REQUIRED Expired on: 05/31/2022 START	Awareness Inspector Authorized Personnel Release REQUIRED REQUIRED REQUIRED REQUIRED Due: Expired on: Expired on: Expires on: 06/15/2022 START 06/30/2022 START 06/30/2022 START	•