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

1. Refer to the Piedmont Vendor New Registration User Info form. You will need the details included in the form to register. Click the "Click Here to Register" link to navigate to the registration page.

   Note: Use the Edge browser for the registration process. If "Click Here to Register" link does not open in the Edge browser, please copy the link and paste it into the address bar of the Edge browser.

Piedmont Vendor New Registration
User Details

Updated: 24JUL25

New Registration User Details

Welcome, John Doe

In preparation for your first day, please complete the "First Time User Registration" process to create your American Airlines password. You will need to remember this password, as it will allow you to access online systems starting on your first day.

Your access will not be available until your hire date. (Note: You will receive a Disabled User message when attempting to login prior to your hire date.)

You will need the following information to complete the registration:

User ID: Y123456
Registration Code: W457B24
Birth date: Your birth date (Month and Day) 0101
Location Code: PHL

Click Here to Register

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2. Enter your **8 digit AA User ID** (including the leading "Y" or zeros) and the **Registration Code** provided to you in the Piedmont Vendor New Registration User Info form then click **Submit**.

   Note: The registration code is case sensitive. You must match capitalization on letters.

3. Enter your user details in the upper portion of the First Time User Registration page; be sure the information matches what was provided to you in the Piedmont Vendor New Registration User Info form.

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4. In the lower section of the First Time User Registration page, select four (4) security questions and provide your answers. **Be sure to select questions and answers you can remember in case you need to reset your password in the future.**

> **Select four security question and answers**
>
> | | Question | Answer | |
> |---|---|---|---|
> | 1. | -Select Password Reset Question- ⌄ | | * |
> | 2. | -Select Password Reset Question- ⌄ | | * |
> | 3. | -Select Password Reset Question- ⌄ | | * |
> | 4. | -Select Password Reset Question- ⌄ | | * |

5. Below the question and answer section, **you must check to agree to both the Non Disclosure Agreement *and* Terms of Use**. Click the links to review the agreement, our contractor privacy policy, and the Terms of Use, then check both boxes.

> If you are contractor you need to accept Non Disclosure Agreement
>
> Contractors read and agree to the Non Disclosure Agreement ☐
>
> To view our contractor privacy policy click here
>
> Employees/Contractors read and agree to the Terms of Use ☐ *

6. Finally, create and confirm your password, then click **Submit**.

> **Create a password**
>
> - Must not include your User ID, first name, last name or preferred name when their lengths are larger than 2 characters
> - Must be at least 12 characters in length
> - Must include 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 [   ] *
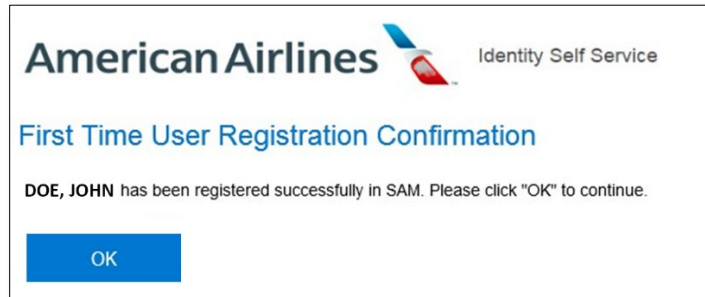>
> Confirm Password [   ] *
>
> * indicates a required field
>
> [Submit] [Cancel]

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7. A confirmation screen appears, click OK. <mark>**You may Sign Out of the SAM website**</mark> and proceed to the Learning Hub for Piedmont training (detailed on the following pages).

<mark>**To access Piedmont training, log into Learning Hub using your AA ID and new password (details on the following pages).**</mark>

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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 learninghub.aa.com (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).
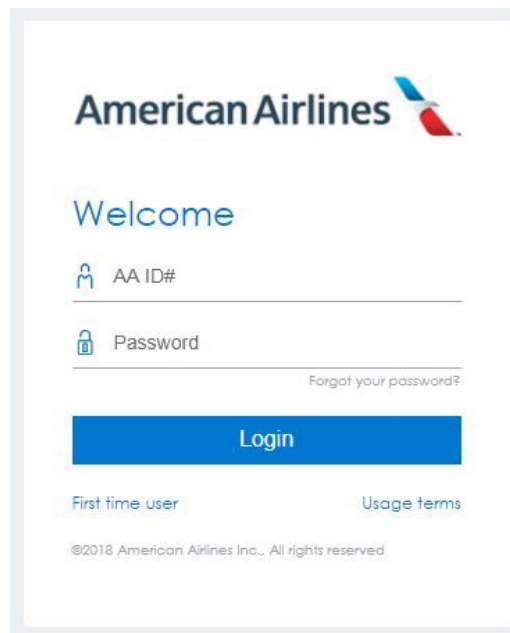
YOUR DASHBOARD

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.
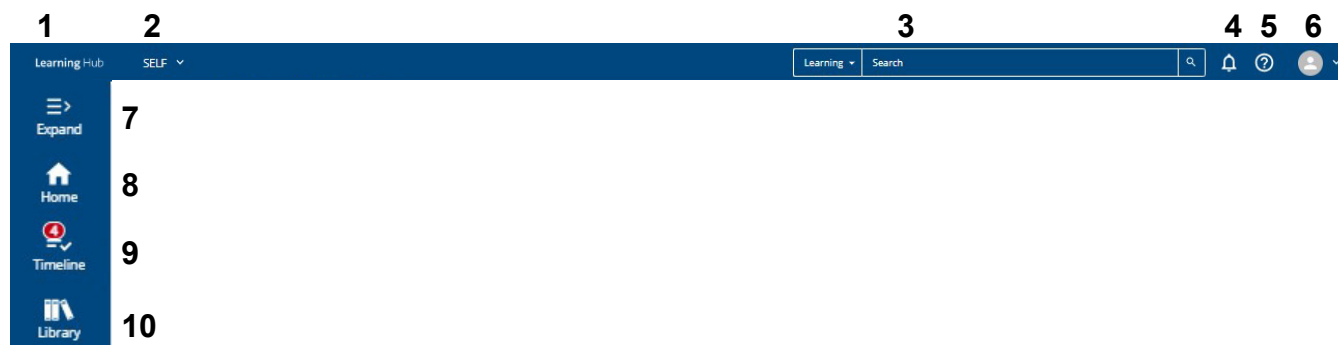
1 or 8. LEARNING HUB AND/OR HOME: Clicking the Learning Hub or Home button at the top left of the window returns you to your dashboard, or homepage.

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. NOTIFICATIONS: The bell icon will show a circle to alert you to new notifications, which may include assignment, completion, or due date notices.

5. HELP: Clicking on the Help menu from the navigation bar navigates to a general page of help resources and is not specific to Maintenance Training. NOTE: In order to contact Piedmont Maintenance Training directly, you should use the PDT Maintenance Help Contact link under Quick Links on your Dashboard (as seen on the next page).

6. PROFILE: The Profile (person) icon opens a menu with your profile information on it. This is where your signout button is located.

7. EXPAND/COLLAPSE: The Expand button expands the control panel for readability, should the collapsed view cut off text. Once, expanded, the button converts to a Collapse option, to return the control panel to a minimized state.

8. *(see 1 above)*

9. 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.

10. 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.
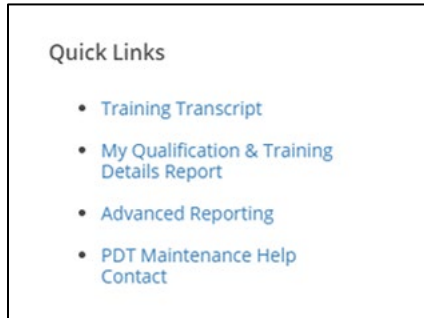
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3 QUICK LINKS

Below is a quick summary of the dashboard Quick Links.

Quick 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 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 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."
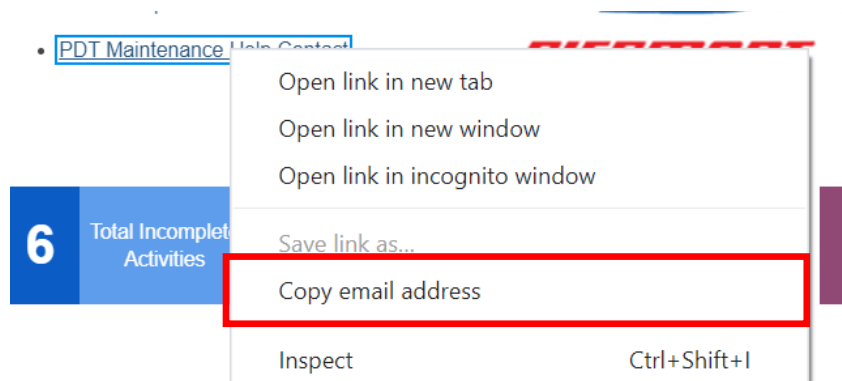
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4 ROTATING BANNER

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**

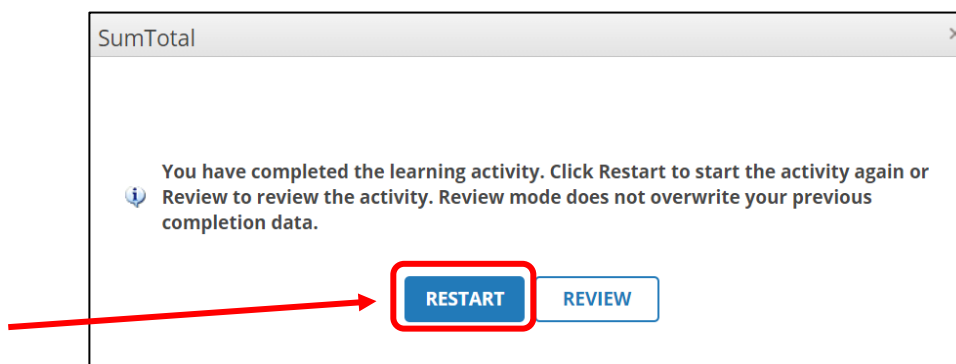Below is a quick summary of the My Learning Assignments widget.
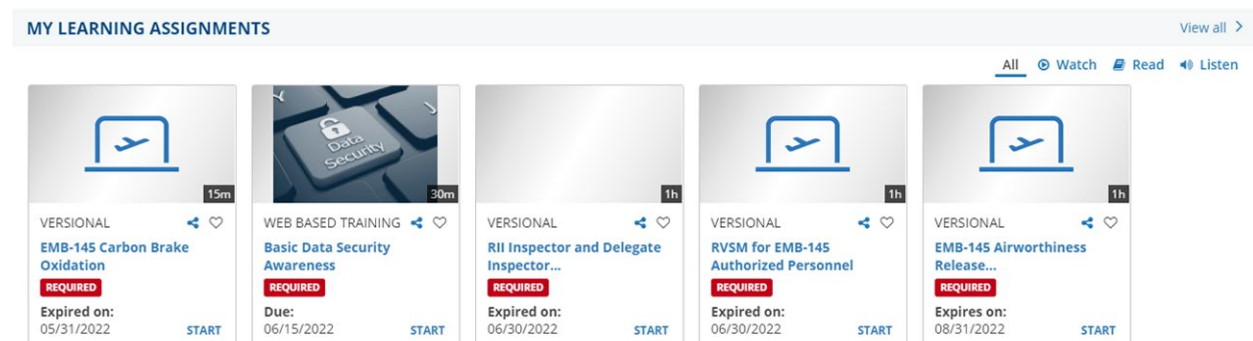
The My Learning Assignments widget acts as a To Do list ordered by earliest due date from left to right. Required training appears on your dashboard no later than 30 days before it is due. Expired activities will show first and state "Expired on [Date]" or "Due [Date]" and coming due activities will 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.

Note that several Maintenance Training activities are recurrent, so you may have taken the training before in Learning Hub but must retake the training for recurrency compliance. 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.
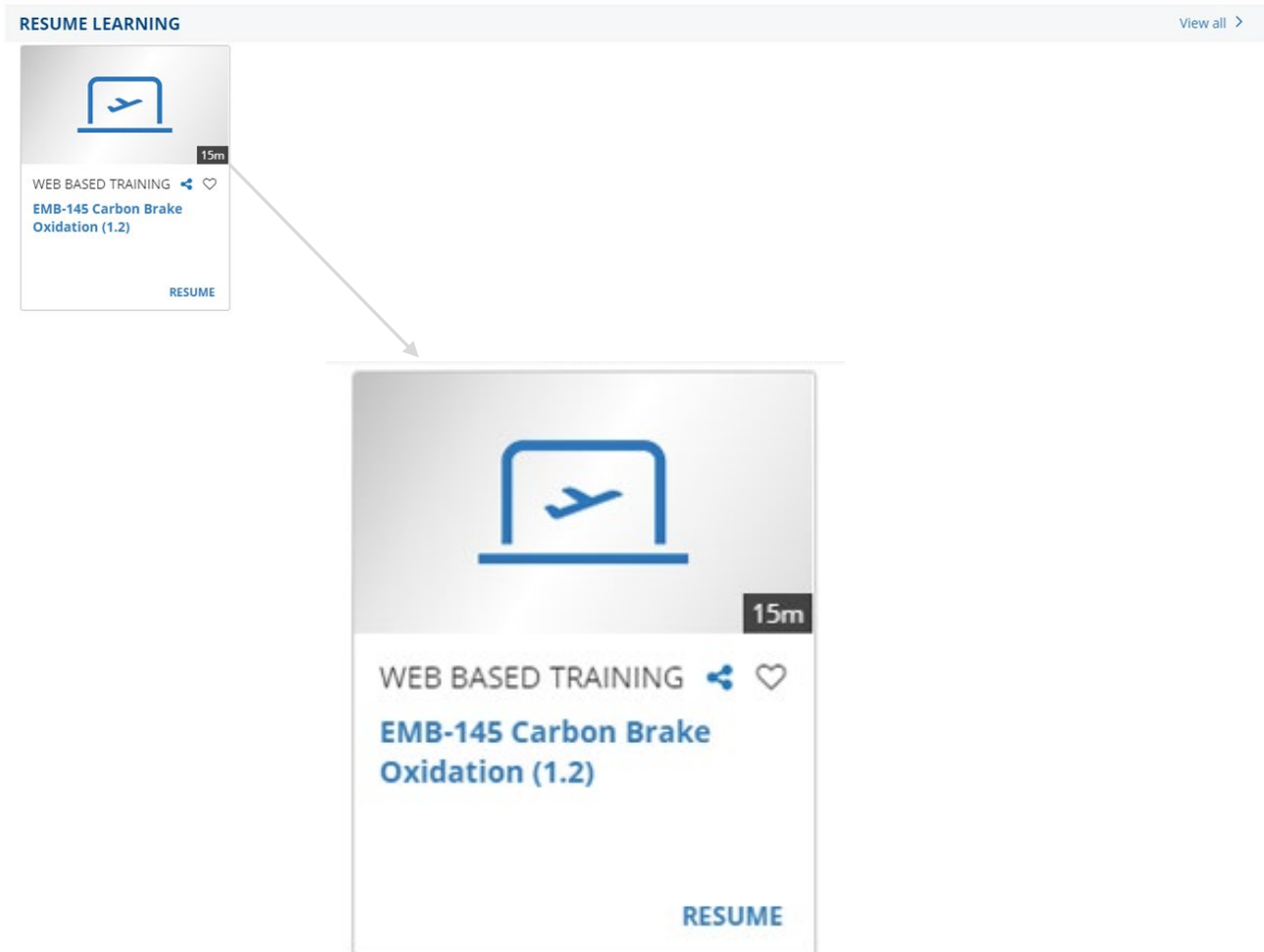
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7 **RESUME LEARNING**

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.

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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.

Each activity listing will indicate the activity's due date and status, such as Past Due, Expired, Expiring Soon, Registered, or Assigned.

If you don't want to go to any of the links in the menu, close the Timeline slide-out 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 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.

You can sort by a date range, specific year, or view all training.

Note that the version activity (WBT) of a Versional (recurrent training activity) is indented and listed underneath the Versional. The indented line, or WBT, is the activity you take. If you want to review the activity, click on the WBT link and not the Versional.

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Some activities, once completed, with automatically generate a Certificate of Completion, which is indicated on your Transcript on the far left of the activity listing.

ACTIVITIES

	Activity	Completion Date ⌄	Expiration Date	Score
	Versional: Piedmont On Call Maintenance Provider Initial EMB-145 Training Code : PDTMX-EMB-145-OC	9/9/2020		
	Web Based Training: Piedmont 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	9/9/2020		

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

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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.

Use the quick link on the dashboard or the Self dropdown menu to navigate directly to your Training Transcript.

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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.

Reading the My Qualification/Authorization/Training Details Report

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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.

Expired marks training related to an expired qualification but is not the cause of it.

Overdue marks activities that are overdue but do not affect a qualification or certification.

Expired/Overdue marks overdue training that causes an expiration on a qualification or certification.

Course ID	Course Title	Due Date	Status
PDTMX-BrakeOx-Ver	EMB-145 Carbon Brake Oxidation	05/31/2022	Expired/Overdue
TECH0450-01-2022	Basic Data Security Awareness	06/15/2022	Overdue
PDTMX-RIIRecurrent-Ver	RII Inspector and Delegate Inspector Recurrent Training	06/30/2022	Expired/Overdue
PDTMX-EMB145RVSMAuthorized-Ver	RVSM for EMB-145 Authorized Personnel	06/30/2022	Expired/Overdue
PDTMX-E145AirworthinessRecurrent-Ver	EMB-145 Airworthiness Release Recurrent Review	08/31/2022	Expiring 30

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

Expiring and Expired Qualifications

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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.

Qualification Name	Expiration	Status
EMB-145 Reduced Vertical Separation Minimums (RVSM) Qualification	06/30/2022	Expired
EMB-145 RII Qualification	06/30/2022	Expired
EMB-145 Airworthiness Release Qualification	08/31/2022	Qualified 30

SUB-REPORT

Qualification Details

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.

Current Qualifications		
Qualification Name	**Expires On**	**Status**
EMB-145 Airworthiness Release Qualification	08/31/2022	Qualified 30
EMB-145 Category II (CATII) Qualification	04/30/2023	Qualified
Mobile Equipment Operator's License (MEOL)	10/31/2022	Qualified

A sub-report for the EMB-145 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, JOE   AAID#: 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.

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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.

License, Medical, and Tests Information

| License, Medical, and Tests Information	Expiration	Completed
Airframe and Powerplant License		12/09/2019

If an activity or record does not expire, the Expiration field will remain blank.

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

The list is cut off in the example but would require scrolling down the page.
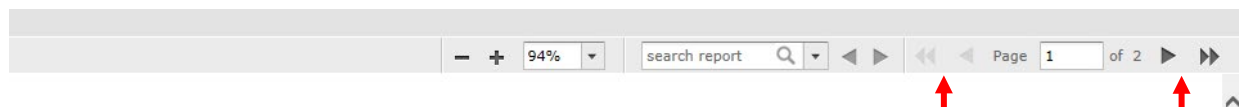
Multiple pages are indicated with the navigation arrows at the top right corner of the report. This example only shows 2 pages; If there were more than 2, the double arrow would skip you directly to the last page and the left-facing arrows would become active for navigating backwards from the end.

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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.