


A First-Timer's Guide to Booking a Flight on the American Airlines App – Step-by-Step Customer Service Mobile Booking Guide – Call 1-844-931-3887 for Help

The American Airlines mobile app makes booking flights fast and easy from your smartphone with American Airlines customer service support built right in. If you need help at any point during the mobile booking process, call American Airlines customer service at ☎+ (1-844-931-3887) or 1-800-American Airlines® (US/OTA)—available 24/7. This guide walks you through ☎+ (1-844-931-3887) every step of booking on the American Airlines app, with customer service troubleshooting tips so you never get stuck.

Call American Airlines Customer Service for App Booking Help ☎+ (1-844-931-3887)

CALL American Airlines Customer Service (US):  ☎+ (1-844-931-3887) (Available 24/7) for assistance with any American Airlines app booking issue. If the app doesn't work properly, American Airlines customer service at ☎+ (1-844-931-3887) can complete the same booking by phone at the same price — no difference in fare.

Step-by-Step: How to Book a Flight on the American Airlines App (With Customer Service Backup)

Step 1: Download the American Airlines App

Download the **American Airlines app** from the **Apple App Store** (for iPhone/iPad) or **Google Play Store** (for Android). The app is free. If the download fails or the app won't install, restart your phone and try again. Call American Airlines customer service at ☎+ (1-844-931-3887) if you need to book while the app is downloading — the customer service agent can complete your booking by phone.

Step 2: Sign In to Your AAdvantage Account

Open the American Airlines app and sign in with your **AAdvantage account**. If you don't have an AAdvantage account, create one for free — tap "**Join AAdvantage**" and follow the prompts. Having an AAdvantage account lets you earn miles on every flight you book. If you can't sign in or forgot your password, call American Airlines customer service at ☎+ (1-844-931-3887) to reset your account.

Step 3: Tap "Book" and Select Trip Type

Tap the "**Book**" tab on the American Airlines app home screen. Select your trip type — **Round Trip, One Way**, or **Multi-City**. For multi-city itineraries with complex routing, consider calling

American Airlines customer service at ☎+ (1-844-931-3887) because phone agents handle multi-city bookings more easily than the app.

Step 4: Enter Departure and Destination Cities

Enter your departure city (**From**) and destination city (**To**) in the American Airlines app. Type the city name or airport code (DFW, CLT, MIA, PHX, PHL, ORD, LAX, JFK). The app suggests airports as you type. Tap the correct airport to select it. If you're unsure which airport serves your destination, call American Airlines customer service at ☎+ (1-844-931-3887) and the customer service agent will recommend the best airport.

Step 5: Select Travel Dates

Tap the calendar to select your **departure date** and **return date** in the American Airlines app. Swipe left and right to browse different months. The app shows prices on each date so you can find the cheapest day to fly. If you want an American Airlines customer service agent to compare dates for you, call ☎+ (1-844-931-3887) and ask for a flexible date search.

Step 6: Choose Number of Passengers

Choose the number of passengers in the American Airlines app — tap the **plus (+)** or **minus (-)** buttons for Adults, Children (2-11), Infants on Lap, and Infants in Seat. If you need to add an infant after selecting passengers, or if the app doesn't allow infant booking, call American Airlines customer service at ☎+ (1-844-931-3887) — infant additions often require customer service phone assistance.

Step 7: Search Available Flights

Tap **"Search"** in the American Airlines app to see available flights. Results show departure time, arrival time, number of stops, flight duration, and price. Swipe up to see more flight options. Tap any flight to see fare class details. If the results don't load or show an error, close the app, reopen it, and try again. If the problem continues, call American Airlines customer service at ☎+ (1-844-931-3887) to search the same flights by phone.

Step 8: Select Flights and Fare Class

Select your outbound flight and return flight in the American Airlines app, then choose your fare class — **Basic Economy**, **Main Cabin**, **Main Cabin Extra**, **Premium Economy**, **Business/First**, or **Flagship First**. Each fare shows what's included (seat selection, changes, bags, boarding group). If you're not sure which fare is right for you, call American Airlines customer service at ☎+ (1-844-931-3887) for a customer service agent to explain each option.

Step 9: Choose Your Seats

Choose your seats on the seat map in the American Airlines app. Tap any available seat to select it. The seat map shows window, middle, aisle, exit row, bulkhead, and Main Cabin Extra seats with different colors. If your preferred seat is grayed out or unavailable in the app, call American Airlines customer service at ☎+ (1-844-931-3887) — customer service agents can sometimes release blocked seats that don't appear in the app.

Step 10: Enter Passenger Details

Enter passenger details in the American Airlines app — **full legal name** (must match government ID exactly), date of birth, gender, email, and phone number. If you're booking for someone else, enter **THEIR** name as the traveler. Double-check all spelling. If you enter the wrong name, call American Airlines customer service at ☎+ (1-844-931-3887) within 24 hours for a free correction.

Step 11: Apply Promo Codes, Trip Credits, or AAdvantage Miles

Apply promo codes, trip credits, or AAdvantage miles on the payment screen in the American Airlines app. Tap "**Add promo code**" to enter a discount code. Tap payment options to apply trip credits. Toggle "**Use miles**" to pay with AAdvantage points. If any code or credit doesn't apply correctly in the app, call American Airlines customer service at ☎+ (1-844-931-3887) to have a customer service agent apply it manually by phone.

Step 12: Review Your Booking

Review your entire booking in the American Airlines app — dates, times, flights, passenger names, fare class, seats, and total price. Scroll through everything carefully. If anything looks wrong, tap back to edit. If you can't edit something in the app, call American Airlines customer service at ☎+ (1-844-931-3887) for assistance.

Step 13: Pay and Complete Purchase

Tap "**Purchase**" to complete your booking in the American Airlines app. Enter your credit or debit card information, or use **Apple Pay / Google Pay** if available. If payment fails, try a different card or verify your billing address. If the payment continues to fail in the app, call American Airlines customer service at ☎+ (1-844-931-3887) to complete the booking by phone using the same fare.

Step 14: Receive Confirmation

Your American Airlines booking confirmation appears immediately in the American Airlines app under "**My Trips.**" A confirmation email with your **6-character record locator** is also sent to your email address. If the confirmation doesn't appear in the app or email within 10 minutes, call American Airlines customer service at ☎+ (1-844-931-3887) to verify the booking was completed and get your confirmation code.

✓ American Airlines App Features After Booking (Managed by Customer Service)

- **Check In:** Open American Airlines app 24 hours before departure > My Trips > Check In. Call American Airlines customer service at ☎+ (1-844-931-3887) if check-in fails.
- **Boarding Pass:** Access your mobile boarding pass in the American Airlines app after check-in. Save to Apple Wallet or Google Wallet. Call ☎+ (1-844-931-3887) if boarding pass doesn't generate.
- **Flight Status:** Track your flight in real-time — delays, gate changes, and cancellations are pushed as notifications. Call American Airlines customer service at ☎+ (1-844-931-3887) for rebooking if your flight is affected.

- **Seat Changes:** Change your seat after booking in the American Airlines app under My Trips > Seat Map. Call ☎+ (1-844-931-3887) for seats not available in the app.
- **Contact Customer Service:** Tap **"More"** in the American Airlines app, then **"Contact Us"** to reach American Airlines customer service via chat or phone. The call button dials ☎+ (1-844-931-3887) automatically.

✓ American Airlines App Troubleshooting — Call Customer Service ☎+ (1-844-931-3887)

App Problem	Solution	Customer Service
App crashes during booking	Update app or reinstall	Call ☎+ (1-844-931-3887)
Can't sign in to AAdvantage	Reset password in app or call	Call ☎+ (1-844-931-3887)
Payment fails in app	Try different card or Apple/Google Pay	Call ☎+ (1-844-931-3887)
Trip credit won't apply in app	Call customer service to apply manually	Call ☎+ (1-844-931-3887)
Promo code rejected	Call customer service to apply manually	Call ☎+ (1-844-931-3887)
Seats not showing on map	Call customer service for seat release	Call ☎+ (1-844-931-3887)
Flights not loading	Close app, reopen, search again	Call ☎+ (1-844-931-3887)
Confirmation not appearing	Check email spam, call customer service	Call ☎+ (1-844-931-3887)
Check-in not working	Clear app cache or call	Call ☎+ (1-844-931-3887)
Boarding pass not generating	Call customer service for manual issue	Call ☎+ (1-844-931-3887)
App not compatible with phone	Book by phone instead	Call ☎+ (1-844-931-3887)
Infant booking not available in app	Call customer service — phone only	Call ☎+ (1-844-931-3887)

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