



NEWS RELEASE

# American's digital upgrades put more control at customers' fingertips

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FORT WORTH, Texas — Travel is full of moments: planning, packing, connections and, sometimes, the unexpected. Over the past year, American Airlines has been reimagining its mobile app to make those moments easier, smoother and more connected than ever, turning it into a customer's go-to travel companion from booking to arrival — and every step in between.

Driven by customer feedback and evolving travel needs, the American mobile app has undergone more than just a visual upgrade. The new design makes it easier for customers to navigate their trip, find key information fast and take action with fewer taps.

"Our goal is to build digital tools our customers actually want to use every time they travel," said American's Chief Customer Officer Heather Garboden. "Each update builds toward a smoother, more connected experience that reflects how people actually travel today and as expectations change, so will the app."

A SMARTER, MORE INTUITIVE WAY  
TO MANAGE EVERY TRIP

At the heart of the update is a redesigned trip details page — the central hub for everything related to an upcoming flight. Customers can tap or swipe through new navigation mini banners to move seamlessly between flight details, easily spot important callouts and access essential actions at a glance. Features like Waitlist, Check-in and Boarding Pass are now front and center, so customers can do what they need to do in seconds.



Scroll a bit further, and even more control awaits. Manage trip options — including upgrades, seat selection, adding bags, changing or canceling a trip, requesting wheelchair services, adding an infant or exploring inflight entertainment — are organized in one easy-to-find place. And when plans don't go exactly as expected, disruption support is now built directly into the affected flight, delivering relevant information and options right when customers need it most.

As part of this ongoing evolution, American has redesigned the trip details page, available after customers update the app to the latest version. The updated trip page introduces a modern, streamlined design — creating a more consistent experience across the app, while also providing the flexibility and scalability needed to support future functionality enhancements.

The refreshed experience introduces a modern, streamlined design that feels cleaner and more consistent across the app, while also creating the flexibility to support future enhancements as the app continues to evolve.

THE EVOLUTION WILL CONTINUE  
AROUND HOW CUSTOMERS  
TRAVEL

The app's evolution doesn't stop there. Customers can now buy Priority Group 4 boarding at check-in within the app. This enhancement will include Group 4 boarding, prioritized access to overhead bin space and the convenience of dedicated check-in and security lanes where available. Additionally, AAdvantage® members can now purchase additional miles at lower cost at check-in within the app. This will allow members' balances to grow faster and enable them to reach their next trip or upgrade sooner.

In the coming months, American will roll out new features designed to give travelers even more flexibility and peace of mind on travel day.

Wayfinding maps for connecting customers will appear on the mobile app for easy guidance around airports.

Customers hustling between connections will now easily find airport wayfinding maps to help remove the guesswork. The airport guide will offer clear guidance to the next gate and include a general walk time estimate from gate to gate, making connections feel more manageable, even on tight schedules.

In five easy steps, customers will be able to split a joint reservation when plans for one traveler change.

Customers traveling together will soon be able to split a joint reservation into separate trips directly in the app for active reservations — making it easier to adapt when plans change. Customers can choose which itinerary to change and complete the new booking in a few easy steps. Once the change is complete, the customer will receive a new confirmation code and trip details, while customers who remain on the original confirmation code will see no changes in their app.

Together, these enhancements reflect American's ongoing commitment to improving the customer experience, driven by listening, learning and building smarter digital experiences around how people actually travel today. The mobile app has become much more than a place to store a boarding pass — it's a dynamic, real time travel companion designed to reduce stress, boost confidence and keep customers moving.

As expectations continue to evolve, so will the app — shaped by customer feedback, powered by innovation and built to make every trip feel more effortless.

Haven't explored the app lately? Now's the perfect time.

About American Airlines Group (NASDAQ: AAL)

American Airlines is a premium global airline connecting more of the U.S. to the world. With roots tracing back to an air mail carrier in the Midwestern United States in 1926, American now operates more than 6,000 daily flights to more than 350 destinations in more than 60 countries and serves more than 200 million customers annually. Powered by a proud and talented team of 130,000 aviation professionals, American's team lives out the airline's purpose of caring for people on life's journey every day.

The world's largest airline proudly celebrates its centennial year in 2026, reaching a milestone that reflects a century of innovation and the Forever Forward<sup>SM</sup> spirit that changed the industry and the world. American introduced the first scheduled air cargo service, the first airport lounge and the first airline loyalty program and continues to reinvent the customer experience today. The airline is also a founding member of the oneworld alliance, whose members serve more than 900 destinations around the globe.

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