



NEWS RELEASE

Personalized and intuitive: Redesigned American Airlines mobile app focuses on making the journey as enjoyable as the destination

New platform and modern design set the foundation for future app upgrades

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- The app's more intuitive design will help customers navigate their trip planning with ease and is now optimized for a seamless iPad experience.
- AAdvantage® members will enjoy a dedicated section within the app to provide more visibility into their progress toward status and rewards.
- A more personalized home screen gives customers a quick glance at near-term travel as well as their standing in the AAdvantage® program.

FORT WORTH, Texas — Customers traveling with American Airlines will start to enjoy the airline's redesigned mobile app as it rolls out through the end of May. The airline is revamping the app to fulfill customers' most-requested features. A redesigned look and feel on a new platform sets the foundation for future app upgrades and new features that will only further enhance the customer experience.

"We're dialed in to delivering on new ways to make our customers' travels with us as easy as possible, so improving their most powerful tool — the app — is a significant focus of ours," said Heather Garboden, American's Chief Customer Officer. "Over the last year, our team has been taking feedback from customers to understand their pain points and wish lists to make sure we're tailoring the next evolution of the app to deliver what they want most. This newly redesigned app is the first step in giving us a base that will allow us to continue to build and release new features so we can always deliver what customers value most."

New features: Designed from customer feedback

American's team engaged customers to ensure this redesigned version of the app delivers on some of their most noteworthy travel needs and preferences such as:

- A more personalized home screen that features upcoming, near-term trips and information about their AAdvantage® account at a glance
- The ability to use the app seamlessly on an iPad
- A new section completely dedicated to AAdvantage® members with information to explain status and miles as well as information about the member's account
- A new section dedicated to all upcoming trips — both close in and far out — plus intuitive options to review flight status and find a trip
- Easy-to-use navigation with similar look and feel to other apps customers use in their daily lives
- Inspiration about destinations to which American flies and ways to engage with the airline's partners
- iOS upgrades including Live Activities to display real-time flight updates on the lock screen

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Travel made simpler: Empowering customers every step of the way

The mobile app is a one-stop shop for all customer travel needs, including booking and managing day-of travel, selecting seats and managing any travel disruptions. The app also provides contextually relevant information throughout their journey with American. Now, customers using the latest version of the mobile app will enjoy an even more seamless travel experience thanks to the more intuitive layout of the app.

As the mobile app continues to evolve to meet the needs of customers, familiar features will remain, including the ability to:

- Check in, add bags and select seats
- Receive a mobile boarding pass and add it to the mobile wallet on iOS
- Access flight details on the Apple Watch
- Leverage the chat feature within the app to connect immediately with an American Airlines travel professional
- Stay up to date on flight information such as boarding and departure time — made even easier with the most up-to-date information available on Live Activities without having to open the app

- Watch free inflight entertainment during their flight
- Utilize Siri shortcuts for tasks like accessing flight details
- Access airport maps and turn-by-turn directions for wayfinding
- Check driving time to the airport
- Rebook during flight disruptions
- Add special services, including requests for wheelchairs
- View security wait times at DFW, LGA, JFK, PHX and LHR

About American Airlines Group

As a leading global airline, American Airlines offers thousands of flights per day to more than 350 destinations in more than 60 countries. The airline is a founding member of the oneworld® alliance, whose members serve more than 900 destinations around the globe. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL. Learn more about what's happening at American by visiting **news.aa.com** and connect with American **@AmericanAir** and at **Facebook.com/AmericanAirlines**. To Care for People on Life's Journey®.