

Users who do not have an American Express employee or contractor ID, and require access to Navigator to complete American Express learning assignments must have a valid user account.

IMPORTANT

You should only have one user account. If you already have a user account and require a password reset, refer to [Reset your password](#). Do not create new/additional user accounts.

Register a new user account

To create a new user account you must complete and submit the [self-registration form](#).

All parts of the self-registration form should be completed accurately. Providing incorrect details will result in inaccurate learning assignments and/or due dates.

1. Select your preferred language from the **Select Language** dropdown at the top of the page

2. Complete all the fields in the form:

- First Name
- Last Name
- Email Address
- American Express Organization*
- Leader at American Express (email address)*
- Your Company Name
- Country (your location)
- Start Date on American Express Account (most recent start date)
- Password (see bottom of form for details)
- ReCaptcha Text

* Information provided by your American Express Contact/Third Party Relationship Manager. If you do not know who your American Express contact is, please speak to your leader.

3. Click the **Login** button

Once the self-registration form is submitted your user account becomes active and you will be logged directly into Navigator.

Important Note: Your learning assignments will be available within 24 hours after initial registration.

Log in to Navigator after initial registration

To log in to Navigator:

1. Go to <https://amex.csod.com/client/amex/default2.aspx>
2. Enter your **User Name** (email address used at registration)
3. Enter your password (password created at registration)
4. Click **Login** button

Reset your password

If you forget your password, request a password reset on the login page.

1. Go to <https://amex.csod.com/client/amex/default2.aspx>
2. Click **Forgot User Name or Password?** link

3. Enter your **Login credentials** (email address used at registration)
4. Type in the required text in the **ReCAPTCHA** tool
5. Click **Submit**

A temporary password will be sent to your email within 24 hours.

Changing your Profile

Any changes to your profile must be requested through your American Express Contact/Third Party Relationship Manager. If you do not know who your American Express contact is, please speak to your leader.

Profile changes are processed on a quarterly basis.

Access Learning Activities

After logging in, to view all your learning assignments (referred to as learning activities in Navigator) and completion history:

1. Click the **Learning** icon on your homepage then click the **Learning Activities** icon.

Note: Learning activities can also be accessed from the **LEARNING** dropdown menu at any time.

Click on the dropdown next to an activity to carry out relevant actions, including launching and completing.