DB Systel

Quick guide

to the initial setup of a DB iPhone or iPad with the Company Portal app

plus *Restore*

Here you will find brief instructions on how to set up or restore your iPhone or iPad.

October 2026

Getting started

1. First check

You should have received the following:
- iPhone or iPad
- Delivery note
- Sent by Vodafone: SIM card letter

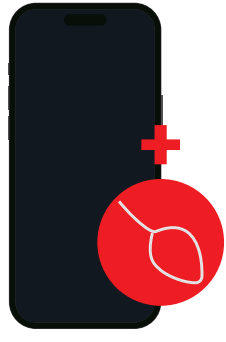
Leave your old iPhone or iPad on and do not reset it yet. You may still need it for point 8.

2. Is everything there?

- Has the correct iPhone or iPad been delivered?
- Compare with the order or ask the cost centre manager or mobile phone officer

3. Inserting the SIM card

- Open the SIM card slot using the tool provided
- Insert the SIM card into the card holder and push it back into the iPhone or iPad



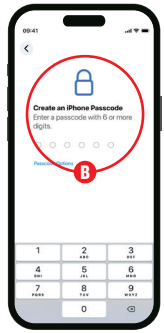
4. Switching on your device

Press the On button.
After a brief moment, the iOS setup wizard starts.
- Tap *Hello* A
- Select a language
- Then tap *Set up manually*

5. SIM PIN

When starting up, the iPhone or iPad will ask you for the SIM card PIN.
Please follow the steps below:
- Find the PIN in the SIM card letter from Vodafone
- Peel off the foil and enter the PIN
- Confirm with *OK*

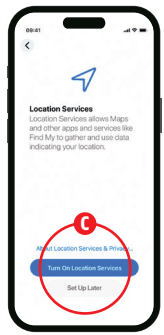
6. Setting a screen lock



The screen lock **B** (iPhone code) is a personal password used to secure your iPhone or iPad

- Change the screen lock by setting a new six-digit number combination (do not use ascending or descending sequences of digits)
- Enter the password twice and tap *Next*

7. Activating location services



- Activate the location services **C**.
  This is necessary so that you can see the exact time on your iPhone or iPad.
- Activate *Automatic updates*.

8. Activating the iPhone or iPad: Temporary Access Pass (TAP)

After connecting to the internet, create the Temporary Access Pass (TAP), which is required for activation in the DB network.

Please note: You cannot create a Temporary Access Pass (TAP) with the new iPhone or iPad.
There are two options for this:

a) Use your old iPhone or iPad (DB smartphone/tablet) or you also have a BKU system computer or a computer with DB Workplace Windows

b) A colleague from the same company (e.g. DB Vertrieb GmbH or DB Fernverkehr AG) supports you if they have an iPhone or iPad (DB smartphone/tablet) or a DB Workplace Windows or Mac. The colleague can be on site or support you in a meeting via Teams.

Then carry out the following steps:

- If you are using a computer: Enter ↗ **db.de/tap** in your browser or open the *IT ServiceDesk* app. Go to *Self Services & Links*. Tap *Create temporary access pass (TAP)*
- If you are using your old iPhone or iPad (DB smartphone/tablet): Open the *DB Mobile Info* app, go to the *Service* tab and tap on *Temporary Access Pass (TAP)*. This opens the *IT ServiceDesk* app. You can create the Temporary Access Pass (TAP) right away.

Proceed as follows for the selected iPhone or iPad: There are two options:

a) Select the option *For myself* and enter your DB User in the next step

b) For your colleagues: Select the option *For another DB employee*:
- Select the right person, confirm identity
- Let the colleague use the computer
- The DB colleague enters his/her DB User password

- The Temporary Access Pass (TAP) is then displayed
- Enter the TAP into your iPhone or iPad immediately. The Temporary Access Pass (TAP) is valid for 60 minutes and for several smartphones or tablets.

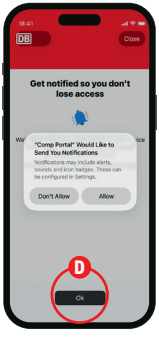
9. Activating the iPhone or iPad: Company Portal app

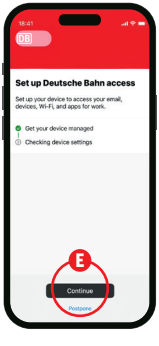
- Open the Company Portal app and tap *Log in*
- Enter your DB User e-mail address (not your DB User login name) and tap *Next*
- Enter the Temporary Access Pass (TAP) and tap *Log in*

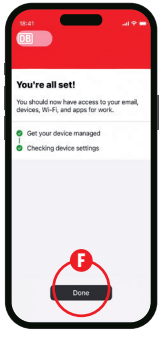
10. Setting up access to all DB apps and websites

Access to the DB network is set up.

- Tap *Allow* for the terms of use and *OK* D *for notifications*
- For network access, tap *Begin*, and then tap *Continue* E and *Done* F



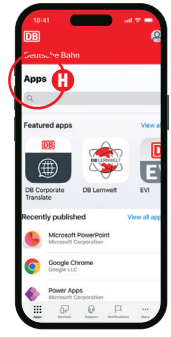




When *You're all set!* appears:

- … Swipe from top to bottom in the light grey area to refresh the page
- A message appears regarding the setup of certificates for e-mail signing and encryption G
- Tap on this message, then the certificates are loaded and the following message appears: *Setup is completing…*
- Tap on *Done*, encrypted e-mails can now be received

You will then need to load and install a number of DB apps H. The time required for installation depends on the network connection.



11. MS Defender: Opening required

- Open the MS Defender app
- Allow all permissions
- Wait for the scan to finish. Once a green check mark appears, your device is protected and no threats have been detected. If no green check mark appears, go to ↗ **db.de/questions**

12. No distinction between personal and work

On an iPhone or iPad, personal and work-related files are not visibly separated.

The following information should be noted so that work-related and personal files cannot be mixed.

Messenger

WhatsApp is not provided via the company app portal. Only use it for your personal contacts. For work-related communication, use the apps from the Comp. Portal (Company Portal) app (e.g. Teams).

Camera

For work-related photos, use the OneDrive app, which saves photos directly to OneDrive. The camera app is only to be used for personal purposes.

Restoring

13. Resetting to factory settings and setting up again

If there are problems with the iPhone or iPad or if you want to reset it, a factory reset is helpful.

Please note that all settings and apps will be deleted from your iPhone or iPad.

Enter this link for the instructions:
↗ **db.de/mobile-restore**
Go through the instructions one by one.
You can find more information on data storage here:
↗ **mobileworkplace.deutschebahn.com/mobile-daten-sichern**

14. Cancelling your iPhone or iPad

If your iPhone or iPad is no longer needed, go to ↗ **Digitalshop**. Go to *Inventory Data*. Choose *Mobile Devices*.

- Tap on the iPhone or iPad you no longer need
- Tap *Perform inventory action*
- Select *Mobile device* ▸ *Cancellation* in the menu
- The subsequent confirmation e-mail will contain all further steps that still need to be taken

15. Returning an old iPhone or iPad:

After you have cancelled your iPhone or iPad, you can return it using the enclosed return label. Or request its return via the Return portal at ↗ **db.de/itverwertung**. Follow the instructions given there.

16. DB Mobile Info app

You will receive messages and information via the DB Mobile Info app regarding new software updates, instructions, links and all matters relating to your iPhone or iPad. Take a look and keep up to date.

Important links

Saving data such as contacts, photos, or files
↗ **mobileworkplace.deutschebahn.com/mobile-daten-sichern**

Want to quickly create the Temporary Access Pass (TAP)?
↗ **db.de/tap**

You have questions about setup, how to change a password, signatures in e-mails, or about Office 365 in general?
↗ **db.de/mobile-setup**

You want to restore or reset your iPhone or iPad?
↗ **db.de/mobile-restore**

Click here to access the knowledge platform for the digital workplace
↗ **db.de/itfit**

The IT ServiceDesk is your first point of contact if your device is defective or lost:

IT ServiceDesk
Tel. 91 5555 (internal) | Tel. 0361 430 8200 (external)
it.service.desk@deutschebahn.com

DB Cargo
Tel. 91 7777 (internal) | Tel. 00800 327 978 35 (external)
IT ServiceDesk DB Cargo
helpdesk.db.cargo.de@deutschebahn.com

Published by:
DB Systel GmbH | Jürgen-Ponto-Platz 1 | 60329 Frankfurt am Main, Germany