

**Initial setup with  
Welcome app  
in DB Workplace Mobile**

**Nokia/HMD smartphone/tablet  
(Android operating system 14 and  
higher)**

15 May 2026

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# 1 Welcome to DB

Thank you for choosing a DB smartphone/tablet!

This guide will help you set it up and give you an overview of everything you need to know about your smartphone/tablet.

The most important app for the first setup is the Welcome app! There you will find all the essential information about your smartphone/tablet, for example:

- Instructions for setting up and restoring your smartphone/tablet for the first time
- Information about your device
- Useful links for working in the DB world



So, take a look and keep up to date!

**Note:** If your smartphone/tablet is not yet set up, ask a colleague to open the Welcome app on their device.

## 2 Unpacking your smartphone/tablet

Have you received your new smartphone/tablet? First check that your name is on the parcel and that you have received the right parcel. To do this, compare the order - if the allocation is incorrect, ask your mobile phone manager.

### Is everything there?

- Smartphone or tablet
- SIM card letter (sent by Vodafone, ask your mobile phone manager if necessary)
- Instructions, handover document, terms of use and the tool for inserting the SIM card
- If ordered: Accessories such as charging cable, protective cover and power bank



### The first steps - we'll help you!

You will receive a printed flyer with your smartphone/tablet. This will help you with the first setup! Further information is also available here:

> [www.db.de/ae](http://www.db.de/ae)



>[db.de/mobile-setup](http://db.de/mobile-setup)

>[db.de/mobile-restore](http://db.de/mobile-restore)

### Let's get started

As the setup of your smartphone/tablet differs slightly depending on the model, we have described the first setup separately in the next section.

Choose the right instructions for you:

- > Samsung/Nokia/Gigaset
- > iPhone/iPad

## 3 Prerequisites

### Activate DB User

An active DB User must set up your smartphone/tablet. The DB User gives you free access to many Group applications.

### What is the DB User?

The DB User is the user account for all DB Group employees. It consists of a self-chosen password and an automatically generated login name. You will receive the login name after successfully activating your DB User account.

### How do I activate the DB User?

The active DB User is activated once **together with a sponsor**. You set a password for this. You can find out how this works and who your sponsor is here:

> <https://db-planet.deutschebahn.com/pages/db-user/apps/content/konto-aktivierung>

After successful activation, you will receive a PDF document with your DB User login name.

### How do I change my DB User password?

> If you don't remember your password, you can change it [here](#)

Or follow the instructions in [chapter 11.1 Help via the Welcome app](#).

## 4 Initial setup Samsung/Nokia/Gigaset

### 4.1 Insert SIM card

There is a small compartment on the side of your smartphone/tablet.

- Open the compartment with the tool
- You will find it in the packaging of your device
- Pull out the card holder and insert the SIM card
- Insert the card holder back into the smartphone/tablet



#### Gigaset:

- Open the back of your device
- Then insert the SIM card in the top right-hand corner

### 4.2 Switch on

Connect your smartphone/tablet to the power supply using the power supply unit.

- Press the "On" button
- When the device has booted up, it will ask you for a PIN
- This is the PIN for the SIM card that you have just inserted into the device

#### This is how you get the PIN:

- Open your SIM card letter from Vodafone
- Peel off the film
- Underneath is a PIN and a Super PIN
- Enter the PIN in the input field of your smartphone/tablet and confirm with "OK".



The SIM PIN always remains the same.  
Keep the Vodafone SIM card letter with the SIM PIN and the Super PIN in a safe place.

### 4.3 Note for KVE Business devices

Are you using a KVE Business smartphone/tablet? Then go to [db.de/mobile-restore](https://db.de/mobile-restore).

- Select the proper restore instructions for your device
- Go to chapter 2 "Start restore"
- Follow the steps to set up your device
- Then jump to this guide to complete the first setup

### 4.4 Unlock

Next, unlock the smartphone/tablet:

- Swipe your finger across the screen once
- Enter the following password: **DB-Device2019**
- Confirm the entry, you will see the home screen of your smartphone/tablet

**Attention:** Be quick when entering the password, otherwise the screen will switch off after a brief time.

## 4.5 Change screen lock

The screen lock is a personal password or combination of numbers that you set yourself to keep your smartphone/tablet secure.

In the next step, change the screen lock and set a new password or number combination. Pay attention to the data protection and usage information in [chapter 10 Data protection and usage information](#).

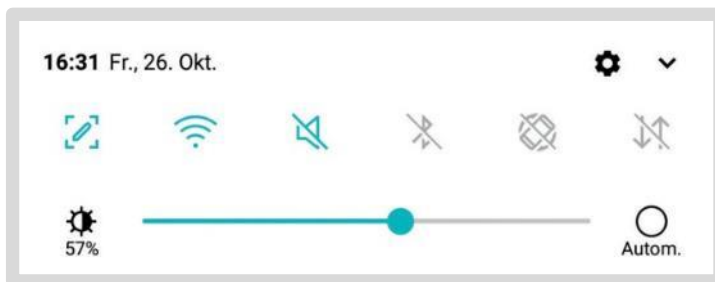
Passwords must have at least **12 characters** and contain at least 3 out of 4 of the following:

Upper case letters, lower case letters, digits, special characters.

A PIN must be at least **6 digits long** long and must not be an ascending or descending sequence of digits.

A so-called "**biometric lock**" can also be set up. This unlocks the smartphone/tablet using fingerprint or facial recognition.

We will show you how to set up the screen lock in the next section, first for the smartphone and then for the tablet.



### 4.5.1 Samsung/Nokia smartphone



- Go to the "Settings" area
- Tap on the "Settings" app in the "Personal"/"Private" section
- Or swipe down with your finger from the top edge of the screen
- A bar with icons opens
- Tap on the cogwheel at the top right
- You will see a menu with various selection options
- Tap on "Lock screen" and select "Lock screen type"
- Enter your current screen lock. The first time, this is the password from [chapter 4.3 Unlocking](#) (DB-Device2019)
- Select "PIN" or "Password"
- Enter a new password or PIN - remember it well!

### If you want to set up biometric security:

- Under "Biometric data", select "Fingerprints" or "Face"
- Scan your fingerprint or face. Follow the instructions that are displayed on the screen

### 4.5.2 Gigaset smartphone & all tablets:



- Go to the "Settings" app in the "Personal"/"Private" section
- Tap on "Security" and then on "Screen lock"
- First enter your current device password
- The first time, this is the password from step 3 (DB-Device2019)
- Select "No, thanks" for the following choice and tap "Next"
- Enter a new password or PIN. Remember it well!

### If you want to set up biometric security:

- Tap on "Biometric data and security":
- Select the "Face recognition" field here
- Enter your current device password/PIN
- Follow the instructions. The device will now scan your face (note: if you wear glasses, you must remove them during the scanning process)
- When facial recognition is set up, a notification will appear
- Confirm the "Fast face recognition" message with "OK"

---

### 4.6 Notes on switching on every day

When switching your smartphone/tablet on and off, you must always do the following in future:

- Unlock the SIM card with the SIM PIN from the SIM card letter from Vodafone
- Unlock the smartphone/tablet with your personal password/personal PIN. Or the device recognises you via your fingerprint/face

If you have already switched on the device, unlock it in between using only your fingerprint or facial recognition.

## 4.7 Activate

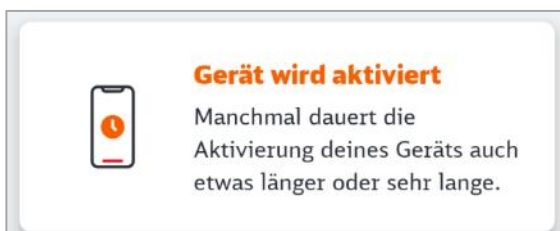


To use all DB apps, first activate your smartphone/tablet via the Welcome app. You only need to do this once.

**Important:** To activate a tablet, first set up a VPN connection. To do this, go to [chapter 7.5 F5 Access - Set up VPN connection](#) .

### 4.7.1 To activate the Welcome app, proceed as follows:

- Go to the home screen and swipe upwards with your finger
- Tap "Work/Business" at the bottom right or top right
- Tap on the "Welcome app".
- Confirm the following messages with "Next" and "Start"
- Tap on "Start activation"
- Enter your DB User login details. These are your DB User Login name and your DB User password
- Forgotten your password? Change it in the [password self-service](#)
- Enter both in the two empty fields and tap on "Log in"



Wait approx. 30 minutes.

**Note:** Sometimes it takes a little longer or an exceptionally long time to activate your smartphone/tablet. Be patient here.

### Your device is activated!

Congratulations to you! You can see that the activation was successful from the message in the "Info" tab in the Welcome app and from the fact that DB apps are visible on your device.

If the following message appears, the activation was successful. You can exit the app.



### Activation failed?

- Activate the device again
- To do this, go to the Welcome app and select the "Help" tab at the bottom right
- Then tap on "Activate the end user device again"
- Only then can you download and work with all other necessary DB apps

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## 4.8 Take off: "Log on to the mobile device"

You will need the following items to set up your DB smartphone/tablet for the first time:

### SIM card & SIM card PIN:

- You need the SIM card to make calls with the smartphone/tablet
- You will find the SIM card and PIN in the Vodafone letter that you receive in advance
- You must enter the SIM PIN every time you switch on and it always stays the same
- If you forget it once, look [here](#)

### Password for the screen lock:

- The screen lock is a personal password or a combination of numbers
- This protects your smartphone/tablet from unauthorised access
- When unlocking for the first time, the password is "DB-Device2019"
- Then set a new PIN or password and remember it well

### DB User login name & DB User password:

- You will need your DB User login name and DB User password to log in too many DB apps/websites
- The DB User login name consists of your first name and surname
- You set the DB User password yourself during activation
- If you no longer remember your password, change it [here](#)

**Note:** Some tools, such as Atoss, have their own passwords. You can save these in the "Keepass2Andriod" app (see [chapter 9.7 Saving passwords](#)). (This only applies to smartphones/tablets with an Android operating system)

**\*Cannot currently be synchronised with OneDrive**

**To set up your new DB smartphone/tablet, proceed as follows:**

- Insert the SIM card
- Switch on the smartphone/tablet
- Think about a new screen lock
- Open and activate the Welcome app

Follow the "Quick guide to setting up your mobile DB device for the first time". You received this together with your new smartphone/tablet. Or open it at

> [db.de/mobile-setup](https://db.de/mobile-setup)

## 5 Initial setup iPhone/iPad

### 5.1 Switch on

Connect your iPhone/iPad to the power supply.

- Press the on button
- After a moment, the iOS setup assistant will start and "Hello" will appear on the screen
- Swipe your finger upwards across the screen to start
- Select a language and the country
- Tap on "Configure manually"



### 5.2 Note for KVE Business devices

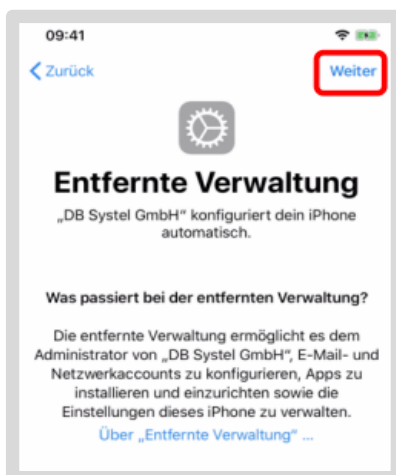
Are you using a KVE Business iPhone/iPad? Then switch now to [db.de/mobile-restore](https://db.de/mobile-restore).

- Select the restore instructions for iPhone/iPad
- Go to point 1.3 "Start restore"
- Follow the steps to set up your device
- Then jump back to this guide to complete the first setup

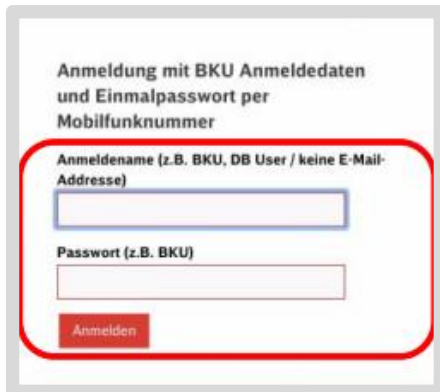
### 5.3 Link DB User

Connect to the internet:

- In a DB building: select "dbs4public" and accept the terms and conditions.
- Use another WLAN or mobile data: Connect via your private WLAN or mobile data. You may need to enter your private login details here.
- The device will now be activated and removed
- Tap "Next" in the next step:



- Tap on the red arrow pointing downwards and select "Login data and SMS one-time password" as the login method
- Enter your DB User login details:




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## 5.4 Receive SMS one-time password

In the next step, you will be asked to enter the SMS one-time password. This was sent to the mobile phone number that is linked to your DB User. To retrieve the SMS one-time password, go ahead as follows:

- Insert your SIM card into another smartphone. Use your old or private device or that of a colleague
- You will receive the one-time password by SMS
- Enter the SMS one-time password into your new iPhone/iPad and tap "Sign in"
- The iPhone/iPad will now be configured

**Please note:** To receive the SMS, your mobile phone number must be linked to your DB User. You can check whether the correct mobile phone number is stored [here](#) and change it if necessary.

- If the link does not work on your iPhone/iPad, try it on a colleague's device

If the correct mobile phone number is stored and you still do not receive a password by SMS, you have probably entered your login details incorrectly in the *Link DB User* step (section 5.2). Then go back to *Link DB User* (chapter 5.2) and try again.

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## 5.5 Insert SIM card

Take the SIM card from the other (old) smartphone and insert it into your new iPhone/iPad. Proceed as follows:

- There is a small compartment at the top or on the side of your device that you open with the tool provided
- Insert the SIM card there and go to the "Create screen lock" step

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## 5.6 Create screen lock

The screen lock is the code you will use to unlock your iPhone/iPad in future. You will now be asked to secure your iPhone/iPad. Think of a new, six-digit code for this.

- Enter the code twice in succession
- Tap on "Next"
- In future, always use this personal code when switching on and unlocking your iPhone/iPad

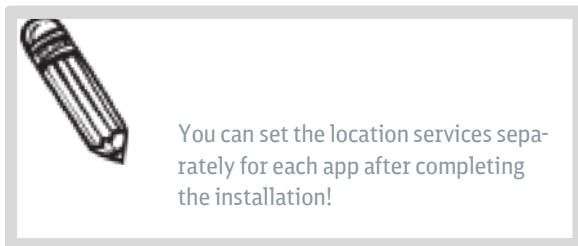
After activating the iPhone/iPad, set up unlocking with facial recognition (FaceID) if needed:

- Go to the iPhone/iPad "Settings" and select "FaceID & Code"
- Enter your personal code
- Tap on "Add FaceID" and follow the instructions on the screen

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## 5.7 Activate location services

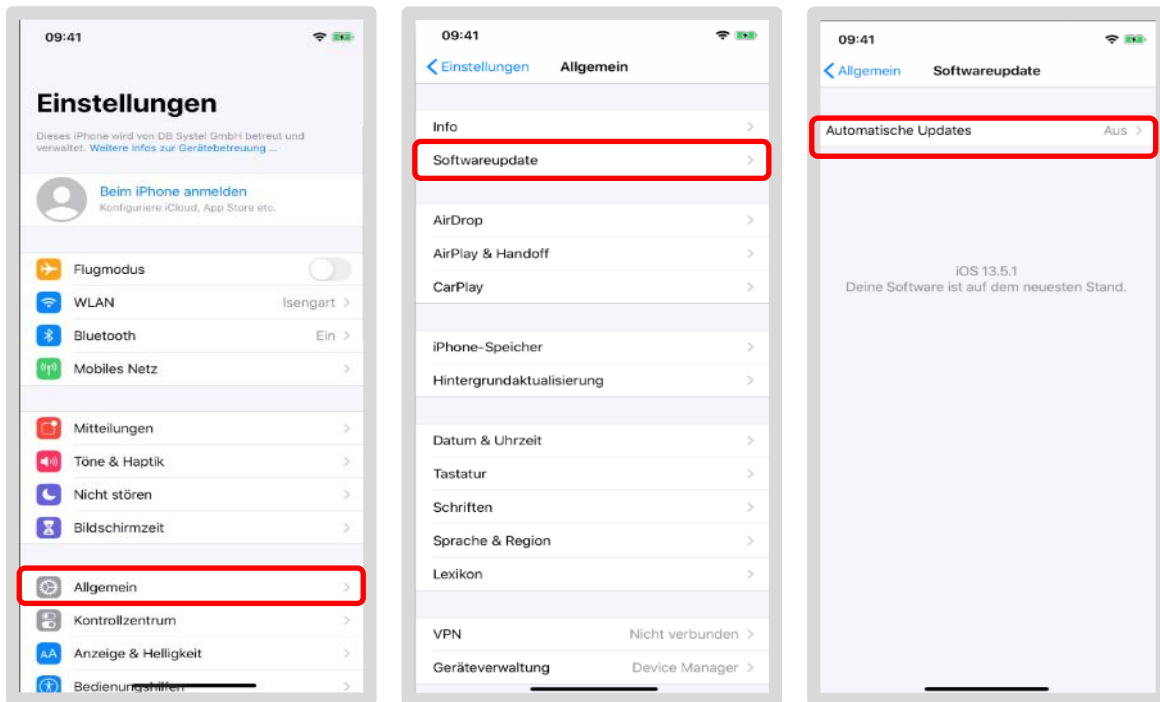
Activate the location services in the next step. This is necessary so that the exact time is displayed on the iPhone/iPad. Tap on "Activate location services".



## 5.8 Check for an update

In the next step, check whether an iOS operating system update is available.

- Open the "Settings" app



- Tap on "General"
- Then tap on "Software updates". If a new software version is displayed here, install it
- To ensure that your iPhone/iPad is always up to date, activate the "Automatic updates" function

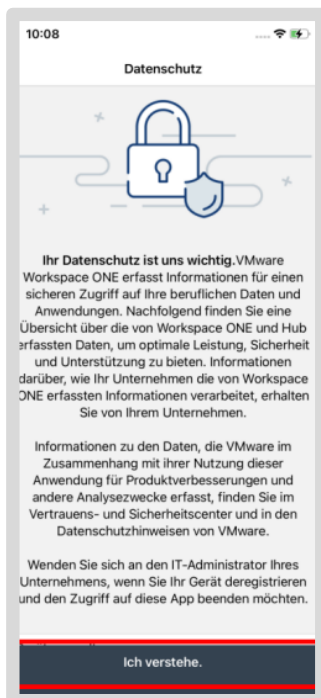


## 5.9 Activate

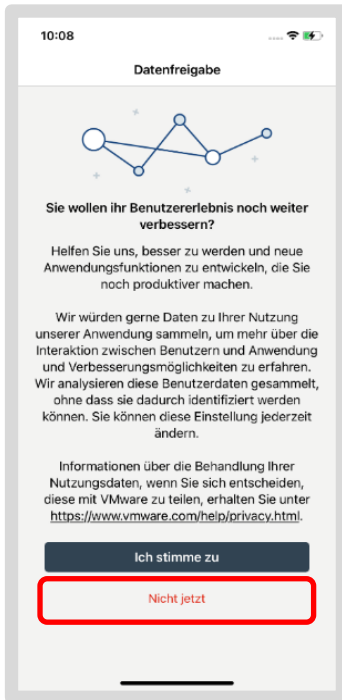
To use all DB apps, first activate your iPhone/iPad. You only need to do this once. Proceed as follows:



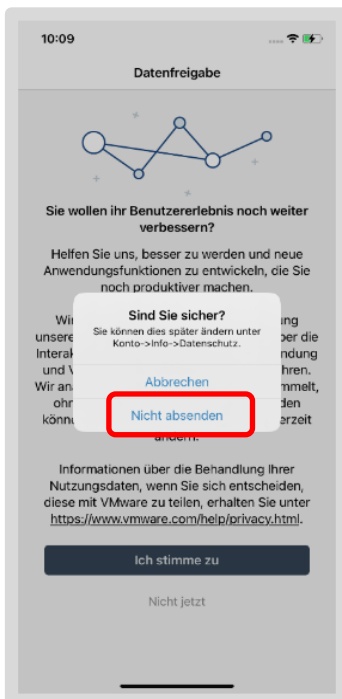
- Open the Hub app (this is installed on your iPhone/iPad by default)



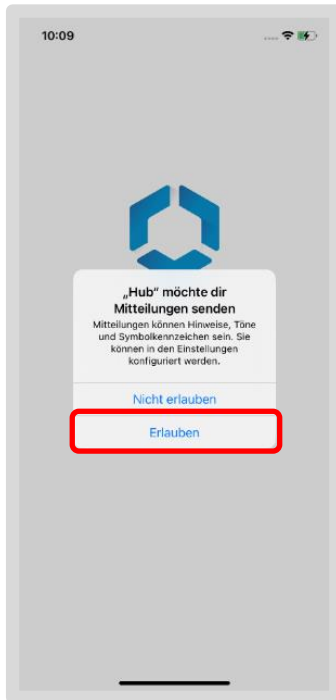
- Tap on "I understand" after reading the privacy policy



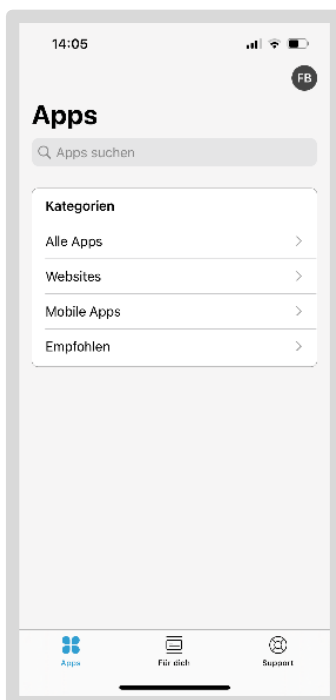
- Tap on "Not now"



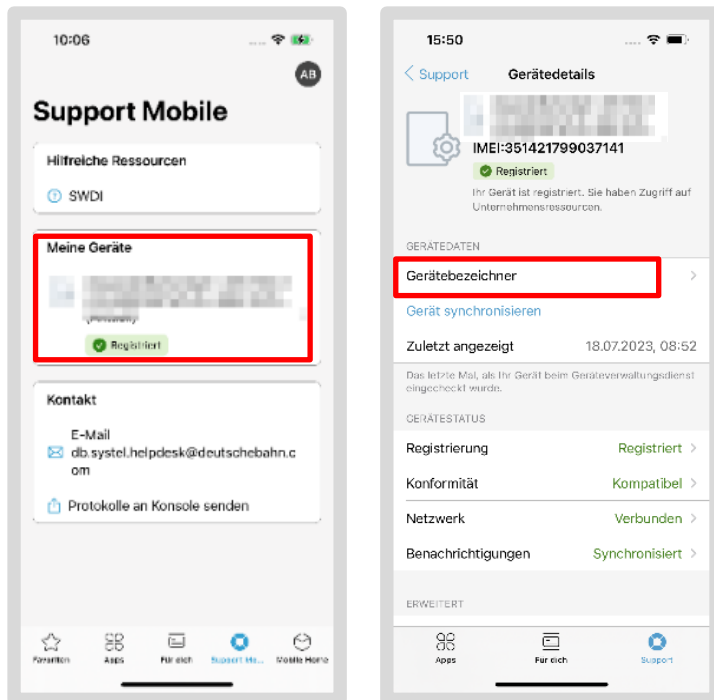
- In the next step, tap on "Do not send" in the data sharing dialogue



- Give the Hub app permission to send you messages



- You will then be taken to the app overview:
- Tap on "Support" at the bottom right



- Tap on your iPhone/iPad under "This device"
- Then tap on "Synchronise device" to register your iPhone/iPad within the mobile DB world

After activation, the device will begin to install the corresponding apps. This process may take **a few minutes** as the installation depends on the network connection.

## 5.10 Take off: "Log on to the mobile device"

You will need the following items to set up your DB smartphone/tablet for the first time:

### SIM card & SIM card PIN

- You need the SIM card to make calls with the smartphone/tablet
- You will find the SIM card and PIN in the Vodafone letter that you receive in advance
- You must enter the SIM PIN every time you switch on and it always stays the same
- If you forget it once, look [here](#)

### Password for the screen lock

- The screen lock is a personal combination of numbers that protects your smartphone/tablet from unauthorised access.
- Think of a six-digit code that you can use to unlock your iPhone/iPad in future and remember it well

### DB User login name & DB User password

- You will need your DB User login name and DB User password to log in too many DB apps/websites
- The DB User login name consists of your first name and surname
- You set the DB User password yourself during activation

- If you no longer remember your password, change it [here](#)

**Note:** Some tools, such as Atoss, have their own passwords.

**To set up your new DB iPhone/iPad, proceed as follows:**

- Switch on the smartphone/tablet
- Insert your SIM card into another smartphone/tablet
- Receive the SMS one-time password
- Insert the SIM card into your new DB smartphone/tablet
- Think about a screen lock
- Activate the Hub app


Follow the quick guide for setting up a mobile DB device for the first time. You received this together with your new iPhone/iPad. Or open it at [db.de/mobile-setup](https://db.de/mobile-setup).

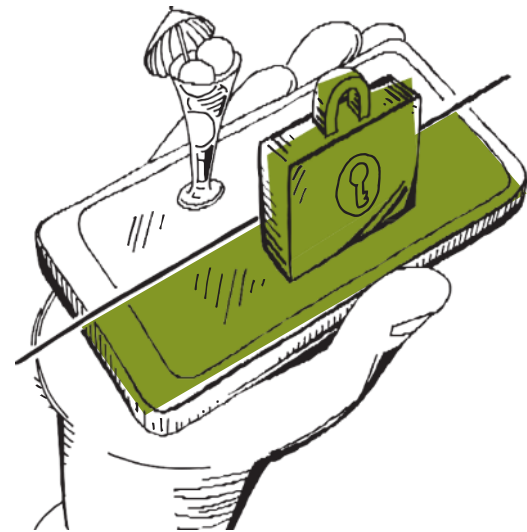
## 6 Work and personal content

These instructions are aimed at all smartphone/tablet models. We therefore differentiate in some places between:

- Samsung/Nokia/Gigaset
- iPhone/iPad

The difference here is how private and business content is separated from each other on the smartphone/tablet:

- With **Samsung/Nokia/Gigaset**, business content and apps are stored in an extra "Work/Business" area. You can recognise business apps by a suitcase icon on the app icon and a grey suitcase  icon at the top right next to the battery icon.
- With **iPhone/iPad**, there is no visible separation of work and private content. Therefore, see some rules from [chapter 6.2 Distinguishing between work and private content](#)



In this guide, we have put together some tips on how to use apps to prevent mixing business and personal data. Always follow the rule:

Only use business apps for business-related work!

## 6.1 Manage elements on home screens

### 6.1.1 Only for Samsung/Nokia/Gigaset

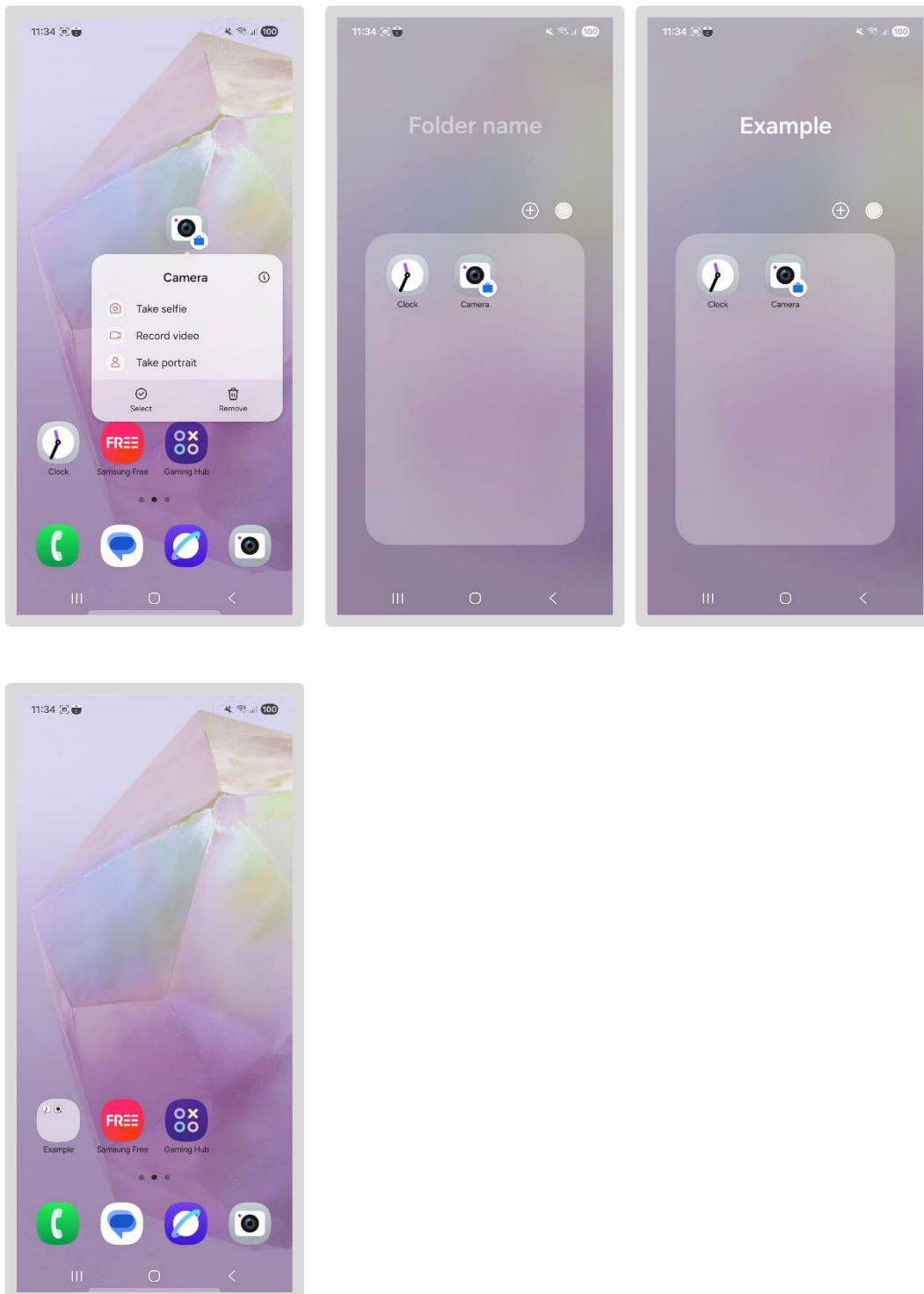
You can drag DB apps that you use daily, such as the work camera app, onto the home screen. Here is how:

- Press and hold the app
- A small window will open above the app
- Tap 'Add to Home'
- Drag the app to the left until it appears on the home screen you want (Note: your device usually has several home screens).
- Release the app; it is now on the desired home screen



## Notes on grouping

- Press and hold the app
- Drag the app onto another app and then release it
- A group or folder will be created
- Type in the name of the folder or group
- If you want to add more apps, drag them into the group



## 6.1.2 Only for iPhone/iPad

### Create folder (group)

Tap on an app or shortcut.

- Hold it down until the apps start to wiggle
- Drag the app or shortcut to another one. Then let go. A folder has been created
- If you want to add more apps to the folder, drag them to this folder

### Rename folder (group)

- Tap on the folder you want to rename
- Tap on the suggested folder name
- You can also tap on one of the suggested names at the top of the keyboard or enter your desired name

> You can find more useful tips for grouping apps etc. on the [Apple Support](#) page.

## 6.2 Distinguish between business and private

It is considered **business use** if you:

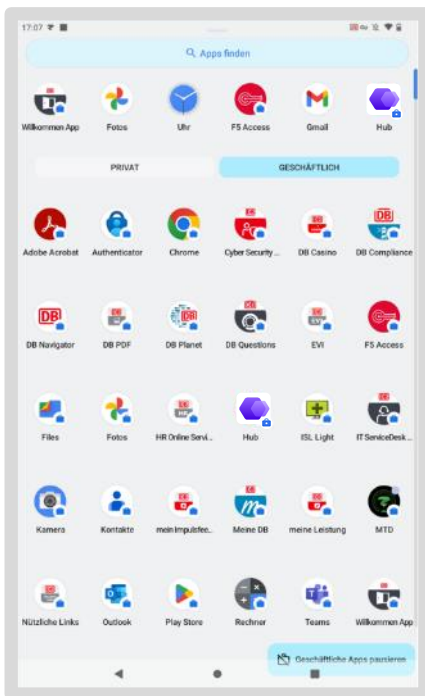
- start your service via an app
- or open the current duty rota

It is **private use** if you:

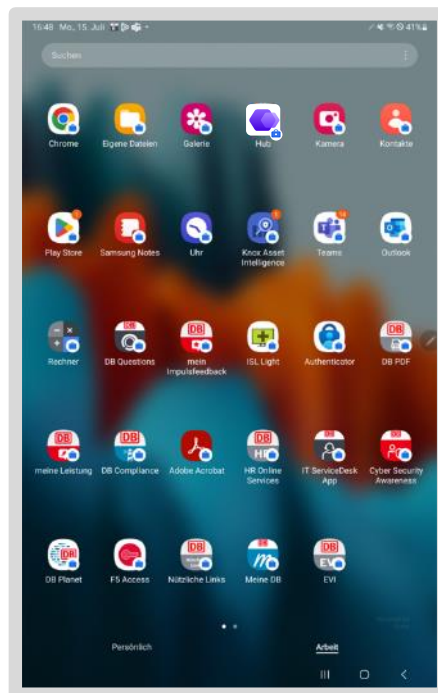
- watch Netflix
- listen to Spotify
- create a Google account

**Please note:** It is not always possible to make a clear distinction between business and private use. Therefore, always think carefully about what you are using your smartphone/tablet for.

### Samsung/Nokia/Gigaset



View Nokia



Samsung view

### How to switch to the "Work/Business" area:

- Swipe upwards on the home screen with your finger
- Tap "Work" or "Business" at the bottom right
- You will now see all business apps

The **only exception**: The Phone app can be used for both business and private calls. For business calls, tap on your business "Contacts" app, select a business contact and tap on the handset icon.

## iPhone/iPad

On your iPhone/iPad, private and work data are only separated in the background. There is therefore **no visible separation of** work and private content. Therefore, see the following instructions when using apps so that business and personal data do not get mixed up:



**Email:** The "Outlook" app is used exclusively for business purposes. For private use, use other services such as Gmail etc.



**Messenger:** Use the apps from the Hub app (e.g. Teams) for business communication. WhatsApp is not provided via the Hub app. Only use it for your private contacts.



**Camera:** For business photos, use the OneDrive app, which saves photos directly in OneDrive. The Camera app is for private use only.



**Internet:** Set Safari as the default browser. If you use other browsers, an error may occur when opening links to DB websites.

---

## 6.3 Download DB apps

Download business apps with the DB symbol via the **Hub app** in the "Work" or "Business" section.



Only apps that you can download from the Hub app follow DB's security regulations. With **Samsung/Nokia/Gigaset**, they are automatically stored in the work area when they are installed.

Apps for private use can be installed if needed. **Use your private Google/Apple account** for this or create a new one and see the terms of use of the device.

---

## 6.4 Take off: Subdivision of private/business + grouping of apps

Your smartphone/tablet is a so-called enterprise device.

You can find apps for your work on Samsung/Nokia/Gigaset in the "Work/Business" section. The apps are labelled with a case:

### Private Apps



u.a. Play Store, Galerie

### Dienstliche Apps



Only use business apps for business-related work! Some apps are available for both business and private use. Decide very consciously which one you use for your respective needs.

DB Apps that you use every day can be dragged to the home screen. You can also group apps to give you a better overview of your DB apps.

## 7 Further settings

In the next step, we will show you how to customise your smartphone/tablet so that it provides you with the best possible support in your day-to-day work.

---

### 7.1 The operating system

The operating system forms the basis for your smartphone/tablet. It is the user interface on which apps and software are then installed.

Your **Samsung/Nokia/Gigaset** runs on the Android or Android One operating system. You can see which operating system your smartphone/tablet has here:

- Open the "Settings"
- Scroll to "Phone info"/ or "About the phone"
- Tap on "Software information". The currently installed Android version is now displayed here

Your **iPad/iPhone** runs on the iOS operating system. You can see which operating system your iPhone/iPad has here:

- Open the "Settings"
- Tap on "General"
- Tap on "Info". The currently installed iOS version is now displayed here

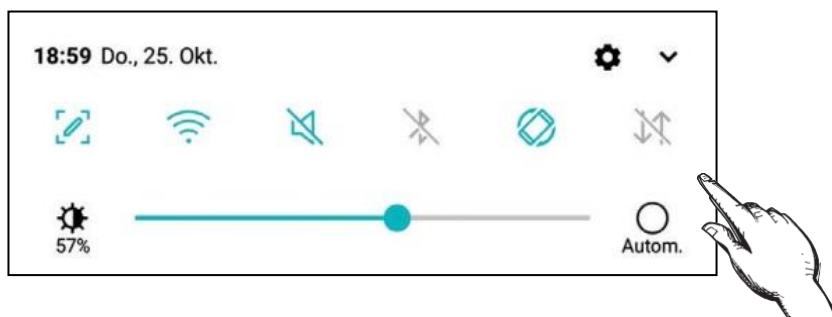
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### 7.2 Quick access/ Control centre

#### 7.2.1 Samsung/Nokia/Gigaset

Want to change the brightness, switch off Wi-Fi or open the settings on your smartphone/tablet? You can find these functions in the "Quick Access":

- Swipe down once with your finger from the top edge of the screen
- A bar with icons opens - the quick access menu



Here you can switch functions of your smartphone/tablet on and off by tapping, for example:



WLAN



Mobile data



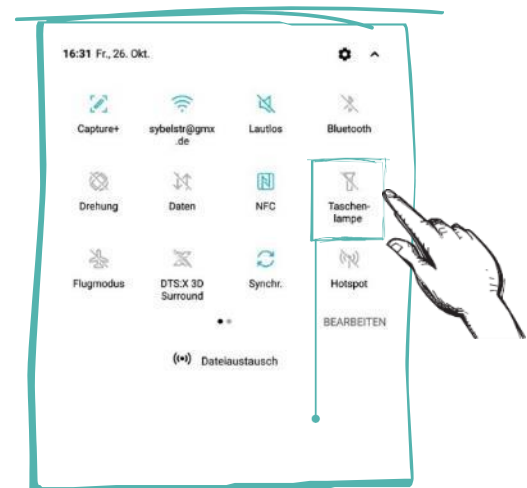
Sound

### Set the brightness of the screen:

- Tap on the bar in the quick access menu and move the dot to the desired brightness
- Do you want the screen brightness to adjust automatically? Tick the "Auto" checkbox. Or tap on the small sun symbol with the A next to it



There are more functions in the quick access menu. To see them, swipe your finger across the screen from top to bottom again. More icons will appear, e.g. the torch.



You can find more settings via the "Settings" app. This is in your "Personal"/"Private" area.

## 7.2.2 iPhone/iPad

Change the settings via the "Control Centre":

- Swipe down on the display from the top right-hand corner (note: on some models, you must swipe up from the bottom instead)
- The control centre opens
- Now you can adjust the brightness or volume, among other things
- To close the control centre again, swipe up from the bottom edge of the display or tap on the display



You can find more settings via the "**Settings**" app.

## 7.3 Take Off: Manage apps on the home screen:

### 7.3.1 Create folder (group)

- Tap on an app or shortcut
- Press and hold it
- Drag the app or shortcut to another one. Then let go
- If you want to add more apps to the folder, drag them to the group

### 7.3.2 Rename folder (group)

- Tap on the group you want to rename
- Then tap on the suggested folder name
- You can also tap on one of the suggested names at the top of the keyboard or enter the desired name

### 7.3.3 Moving apps/folders

On your smartphone/tablet, you can move apps and folders within a screen view or from one side of the screen to the other:

- Tap on the app and hold it down a little longer
- Then tighten the app to where you want it and let go

### 7.3.4 Moving apps to the home screen

#### Samsung/Nokia/Gigaset smartphone:

- Tap and hold on an app
- Drag apps directly from the "Work"/"Business" area to the home screen

#### Samsung/Nokia/Gigaset tablet:

- All apps are shown on an overall overview, dragging apps directly from the folder is not possible
- To do this, swipe once across the centre of the screen and then to the left
- You will then see all your work apps
- You can move them anywhere from there



## 7.4 Connect to the internet

### 7.4.1 Meine db-wlan: internet and services in germany's largest mobile wi-fi network

- Connect to the DB Wi-Fi network (dbs4mobile) at DB locations.
- This protects your data flat rate and sets up a secure network connection at the same time
- Select the correct DB WLAN
- Then activate WLAN in the quick access menu of your smartphone/tablet
- Enter your DB User login details and the device will automatically connect the next time.
- Note: To use the DB WLAN, you must first order the "DB Secure Network Access Mobile Device" product via the digital shop



### 7.4.2 Public WLAN

The data security of your smartphone/tablet is a particular problem wherever public Wi-Fi is offered.

- Only log in via DB WLAN or your private WLAN at home
- Avoid using third-party, unsecured Wi-Fi networks
- Also make sure you use the right Wi-Fi when making your choice
- Always see the general security guidelines of DB



### 7.4.3 Via mobile data - your data flat rate

If there is no DB Wi-Fi nearby, use the internet via mobile data. Depending on your contract, Deutsche Bahn will provide you with a data volume with which you can use the Internet free of charge.

- As soon as 80 per cent of this data volume has been used up in the current month, you will receive an SMS notification
- You will be asked whether you would like to top up your data volume
- Please note that this will incur more costs for DB



### 7.4.4 Your Vodafone contract - Elfe (electronic telecommunication bill)

Once a month, you will receive a bill for your Vodafone smartphone/tablet contract. You will receive it by e-mail from the sender ELFE@deutschebahn.com. You will need an extra password to open the statement. You will receive this once by e-mail. Keep the password in a safe place. **Important:** You do not have to pay anything; the statement is for documentation purposes only.



### 7.4.5 Offline mode (flight mode)

You can activate offline mode or flight mode in the quick access menu on your smartphone/tablet. Please note, however, that this deactivates all communication functions. This also means that no updates will be carried out and



you will not receive any Meine DB messages. Therefore, think carefully about when to set flight mode.

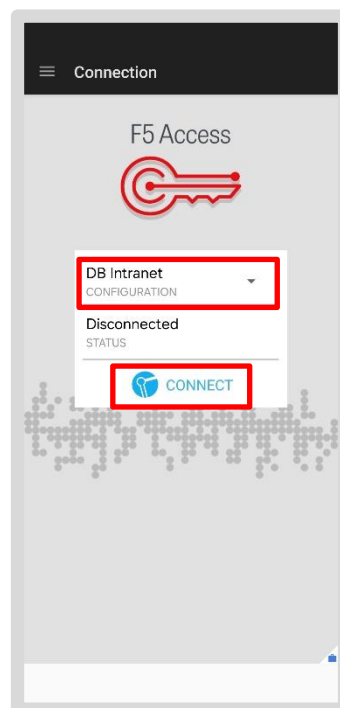
## 7.5 F5 Access - Establish VPN connection

VPN stands for **Virtual Private Network** and refers to an internet connection that cannot be viewed by unauthorized third parties. At Deutsche Bahn AG, we use “**F5 Access**” to set up a VPN connection. This gives you secure access to Deutsche Bahn AG’s corporate network. Furthermore, some apps can only be used with a VPN connection, e.g., the DB Personal portal, ASES and E-Time.

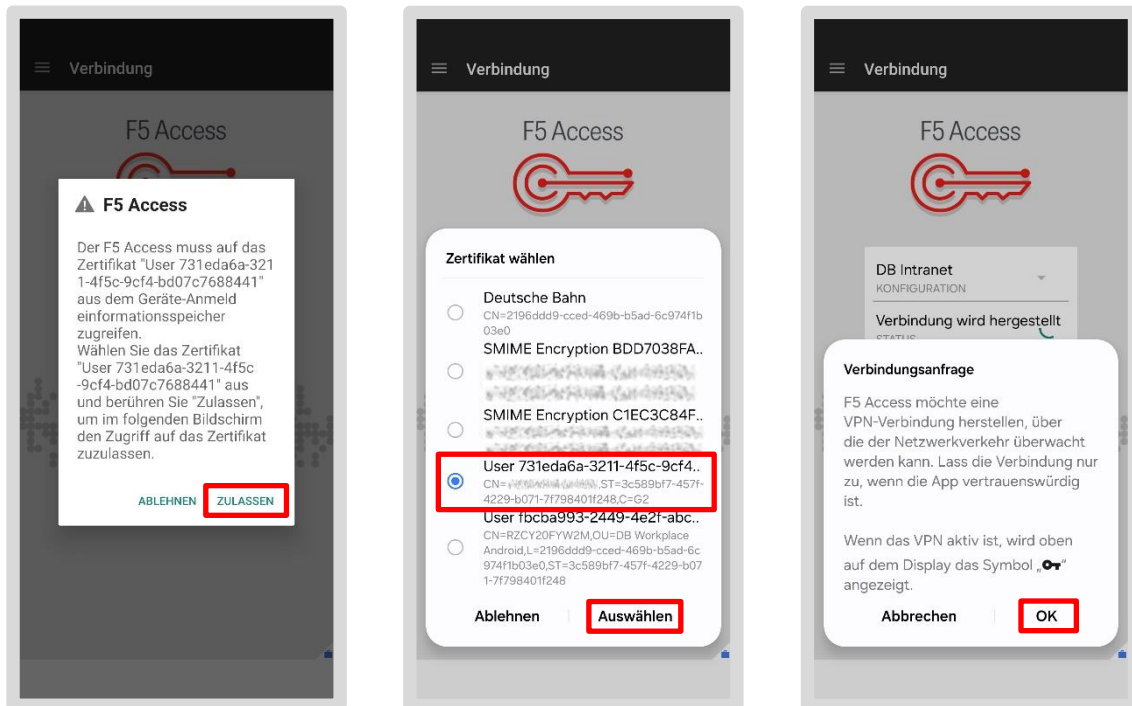


### 7.5.1 Set up the VPN connection

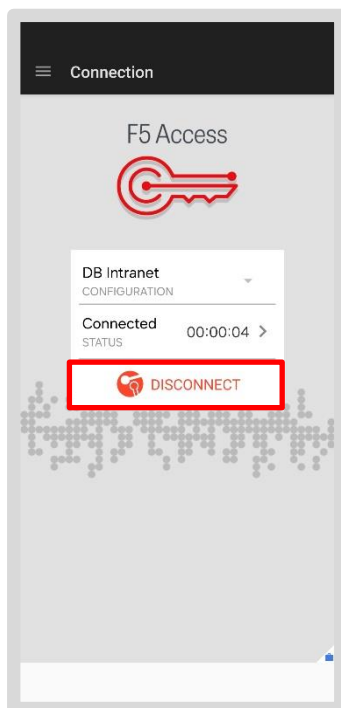
- Open the “F5 Access” app in the “Work/Business” section
- If necessary, agree to the terms and conditions and allow notifications
- Under ‘Configuration,’ tap ‘DB Intranet’ and then ‘Connect’
- Then allow calls to be made and managed – select “Allow”



- Then tap “Allow” for the F5 certificate
- Tap on the certificate ending with C=G2
- Then tap ‘Select’
- Then confirm the connection request by tapping “OK”



- To disconnect, tap “Disconnect”



**Note:** A permanently active VPN connection leads to high battery consumption. Therefore, only switch it on when you really need it.

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## 7.6 Take Off: Certificates & VPN connection

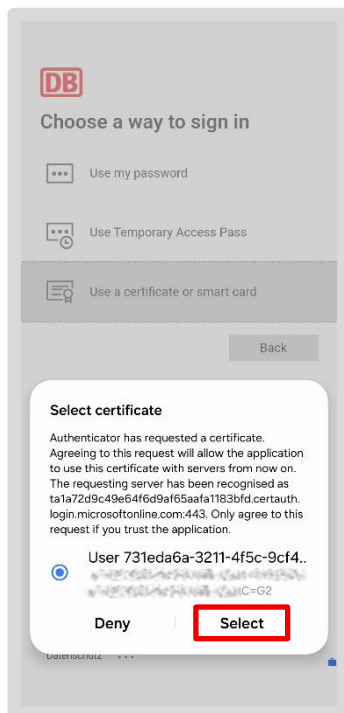
### Why do I need a certificate on my smartphone/tablet?

To access certain DB apps and websites on your work smartphone/tablet, you need to find yourself. This works via a certificate. The certificate lets the app or website know that you are authorised.

### How do I get the certificate?

Which apps can be found where? Certificates are automatically stored on your device. When you open an app for the first time, you only must select the certificate once and you will then be logged in.

With Outlook, for example, it looks like this:



Your certificate always has your first name and surname.

### What is the F5 Access app?

The F5 Access app sets up a secure VPN connection between your smartphone/tablet and the DB intranet. This is because certain mobile apps and websites require this access to set up a connection.

The F5 Access app is automatically installed on your smartphone/tablet.

The app icon looks like this:



The app is automatically installed on your smartphone/tablet.

On iPhone/iPad you will find it on the home screen.

On Samsung/Nokia/Gigaset you will find it in the "Work"/"Business" area.

---

## 7.7 Improve battery life

- Updates can only be installed on your smartphone/tablet if the battery is more than 20% charged
- If updates are not installed, you may no longer be able to use your smartphone/tablet at some point
- Therefore, always charge the battery sufficiently!

### **This will save your battery:**

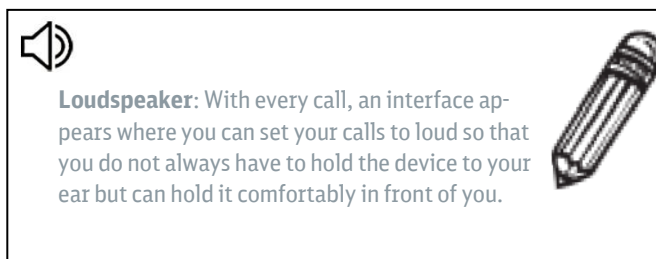
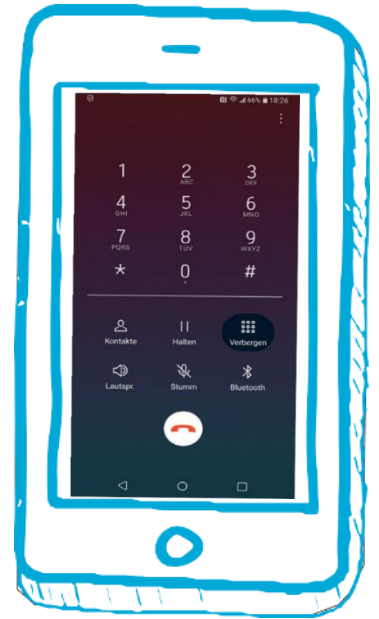
- Switch off services that are not constantly needed, e.g. Bluetooth, VPN (F5) and the GPS function
- Do not charge the device overnight
- Do not expose it to extreme temperatures - too cold or too warm

## 7.8 Set up an answering machine

Your smartphone/tablet has an answering machine (mailbox), which you can set up as follows:

- Tap on the Phone app
- Tap on Contacts
- Call your voicemail. To do this, tap on "Mailbox" in the contact list under M
- A voice menu will tell you exactly what to do and in what order
- Enter your own greeting text

As soon as someone has left you a message on your voicemail, it will be displayed in your call list. Tap on the handset to see it.



## 7.9 Deactivate advertising ID

By default, Google creates a so-called advertising ID for every smartphone/tablet.

Google uses the advertising ID to create a profile based on your online behaviour and preferences. This allows personalized adverts to be displayed on your smartphone/tablet.

The Data Protection Office recommends disabling this advertising ID. This is the only way to prevent a profile from being created.

### Proceed as follows:

- Open the settings on your smartphone/tablet
- Tap on Google and then on Work/Business
- Select Ads
- Tap on Delete advertising ID
- Confirm by tapping on Delete advertising ID

The advertising ID is now deactivated; profiling is no longer possible.

You can find more information about the advertising ID on DB Planet here: [#MobileWorkplace](#)

## 8 The most important apps for the start

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### 8.1 Hub app - Download new apps

The most important apps are already installed on your device.

**Service apps:** Download via the **Hub app**. DB-specific apps such as DB FASSI-MOVE or DB Baudoku and many others are only available for download there.



You can download **private apps** on your **Samsung/Nokia/Gigaset** via the **Play Store** in the private area.



On your **iPhone/iPad**, you can download private apps via the **AppStore**. Please note that you must first set up an Apple ID.



## 8.2 The Welcome app



The Welcome app has instructions for setting up and restoring, rules and other links relating to your smartphone/tablet. You can find more information about the Welcome app and its functions here: [DB Planet](#)

It is also possible to take screenshots via the Welcome app. We show you how to do this here:

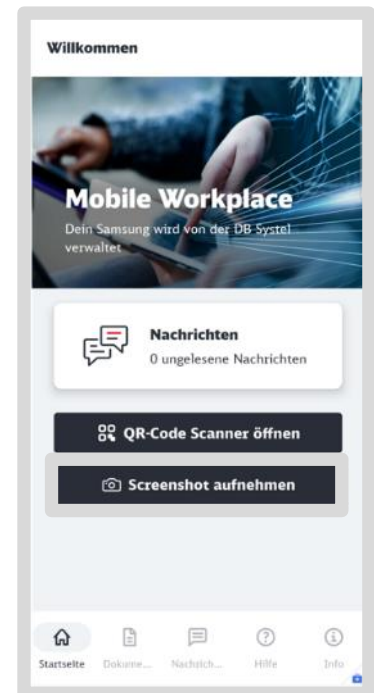
### 8.2.1 Take screenshots

A screenshot is a photo of your screen. This means that the content currently displayed on your screen is captured and saved as an image.

**iPhone/iPad:** Take screenshots as usual by pressing the side button and the volume up button at the same time.

**Samsung/Nokia/Gigaset:** You can take a screenshot with the usual key combination by pressing the "Quiet" and "On/Off" buttons together for a few seconds. However, this image will then end up in your private image gallery on your smartphone/tablet.

To take screenshots in the work area that are saved in your work picture gallery, use the Welcome app!



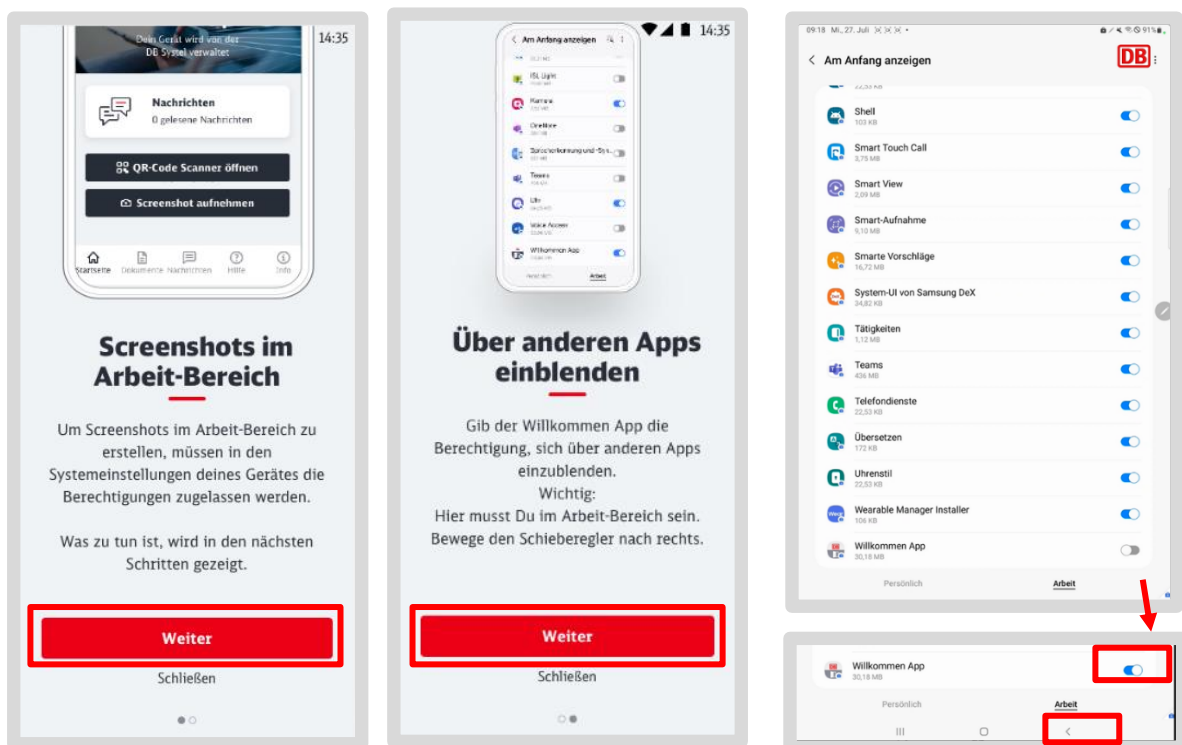
## 8.2.2 Activate the screenshot function

When using the screenshot function for the first time, the app needs some authorisations. We explain how to set these in the following or in the video instructions:

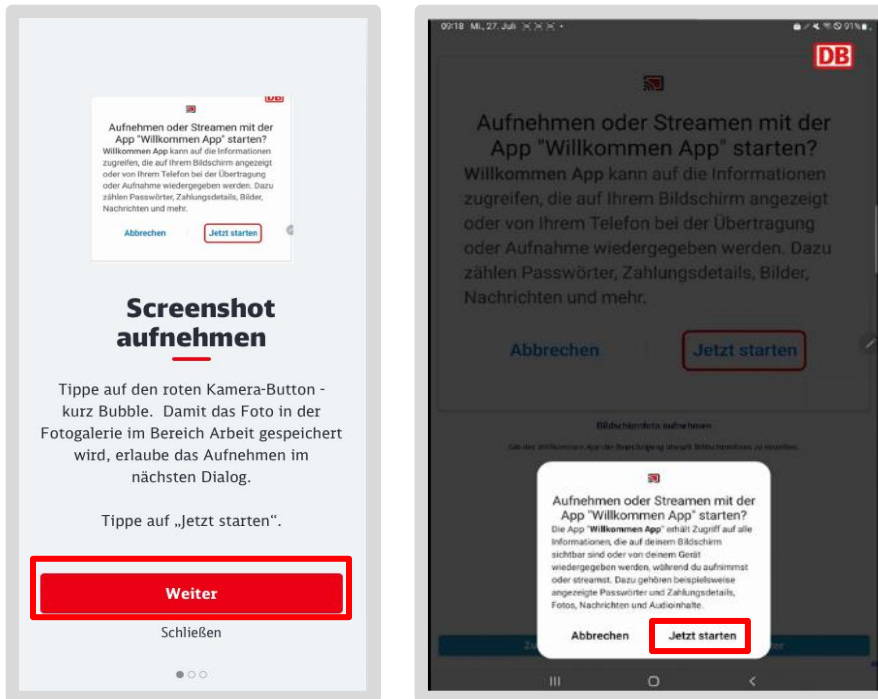
> Enable screenshots

**Proceed as follows:**

- Open the Welcome app
- Tap on "Take screenshot"/"Take screenshot" on the start page



- Tap "Next" at the first prompt
- In the next step, give permission for the Welcome app to access photos, media and files. This is the only way the screenshots can be saved. To do this, tap "Next" at the bottom right
- A list of your apps will open. Go to the Private/Business section and scroll to the Welcome app and move the slider to the right there
- Then tap the system arrow at the bottom right to return to the Welcome app



- Tap "Next" again at the bottom right
- You will be asked if you agree to take a screenshot of the content, tap on "Start now"
- After tapping the "Start now" button, the red camera button will appear on your screen
- A screenshot will then be taken at once
- The prompt appears each time you tap the bubble



**The function can also be opened via the system notification**

- Swipe your fingers across the screen from top to bottom
- You will see your system notifications
- Open the Welcome app notification and tap on "Bubble on"
- The screenshot is saved in the service image gallery

### 8.2.3 Activate push notifications

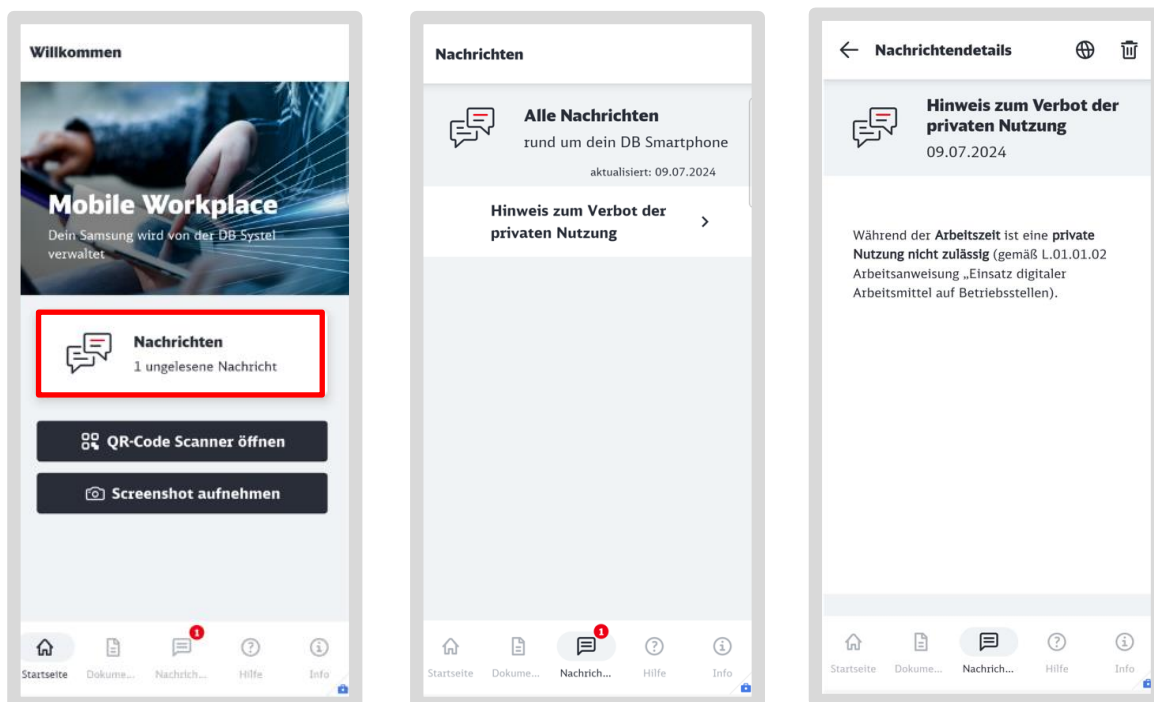
You will receive **push notifications** via the Welcome app for new software updates or anything else that affects your device. For example, we will inform you about the distribution and automatic installation of software on your smartphone/tablet.

All information about the Welcome app can be found here:

> [#MobileWorkplace](#)

### 8.2.4 You can find your messages here:

- Open the Welcome app - you will see the message area on the start page
- If you have a new message, you can recognise it by the small red number next to "unread messages"
- To read messages, either tap on the "Messages" section at the top centre or on the "Messages" tab at the bottom:



You can find more information here:

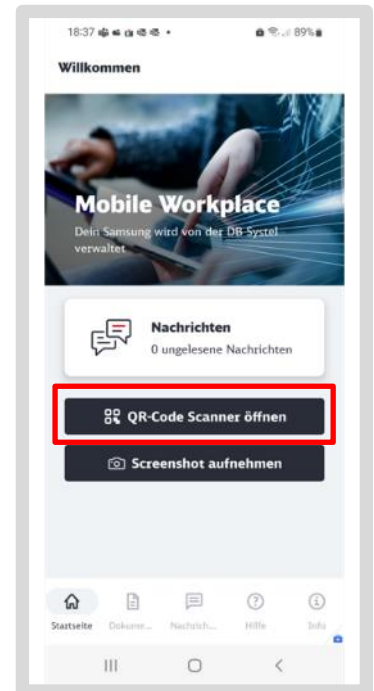
> [Welcome app: Receive messages](#)

## 8.2.5 Scan QR codes

QR codes are black and white squares. They are electronically readable code. A special reader decodes this code and takes you directly to an application or to further information.

You can scan official QR codes using the **Welcome app** on your smartphone/tablet:

- Open the Welcome app
- Tap on "Open QR code scanner" and allow the app to take pictures and videos
- A small window will open where you can scan the QR code. Position the QR code in the rectangle provided for this purpose
- After the code has been scanned, you will be redirected to the website



### 8.3 Microsoft Authenticator app

The *Microsoft Authenticator app* enables **multi-factor authentication (MFA)**.

You need the *Microsoft Authenticator app*, for example, for

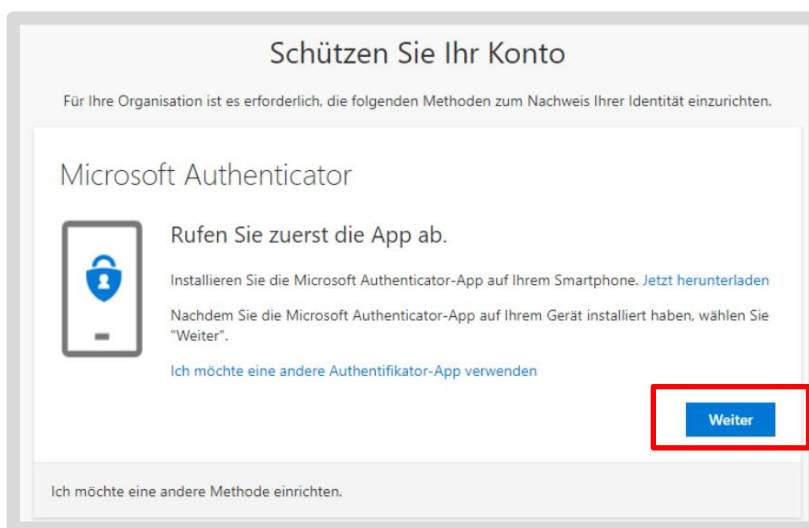
- VPN connection to Basic Workplace MAC
- Use of the DB Admin account
- Access to special applications, e.g. SAP



A distinction is made as to whether you have already used the *Microsoft Authenticator app* on a DB smartphone/tablet or are using the app on your smartphone/tablet for the first time.

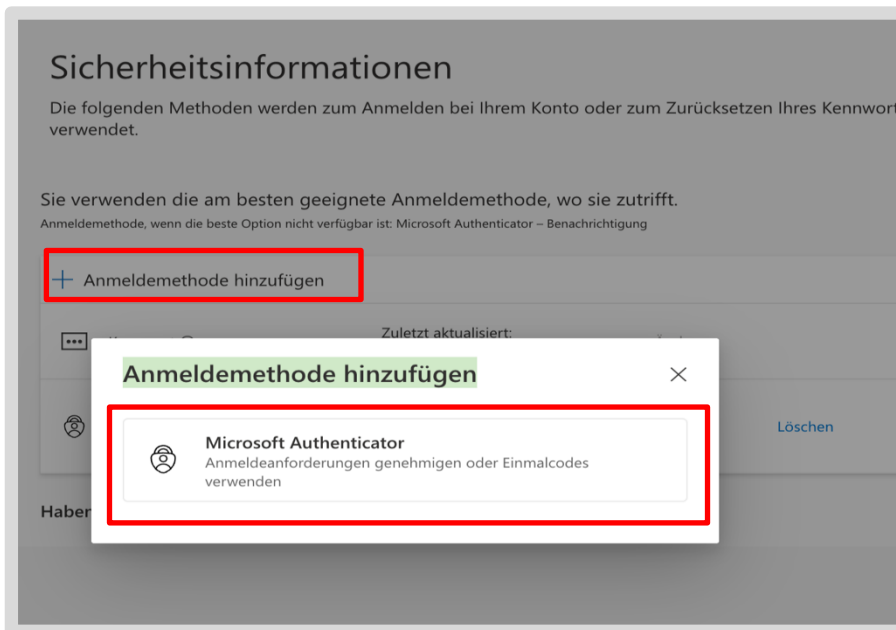
#### Using the Microsoft Authenticator app for the first time

When you tap on an app that requires the app, this dialogue opens. Tap on "Next" and follow the step-by-step instructions.



#### Or you can start the Microsoft Authenticator app yourself:

- Tap on [db.de/authenticator](https://db.de/authenticator) on your BKU or Basic Workplace computer
- Tap on the "Plus icon" and the "Add sign-in method" button
- A dialogue opens, select "Microsoft Authenticator"



- Switch to your new smartphone/tablet and open the *Microsoft Authenticator app*
- Follow the [step-by-step instructions](#)
- You can then use the *Microsoft Authenticator app* for authentication on your new smartphone/tablet

### Exchange from old to new **Meine DB smartphone/tablet**

If you have already used the *Microsoft Authenticator app*, go ahead as follows:

- Don't reset your smartphone/tablet yet! You still need it to set up the *Microsoft Authenticator app* on the new smartphone/tablet
- Open the [pagedb.de/authenticator](https://pagedb.de/authenticator) on your current or old smartphone/tablet or a BKU computer or Basic Workplace computer
- Log in with your DB email address and select your certificate
- A number will be displayed
- Open the *Microsoft Authenticator app* on your old smartphone/tablet and confirm the login by entering the number
- Select the "Authenticator App" option via the "Add login method" button
- Now continue with your new smartphone/tablet, open the app and follow the [step-by-step instructions](#)
- You can then use the *Microsoft Authenticator app* on your new smartphone/tablet and reset your old smartphone/tablet

## 8.4 Outlook

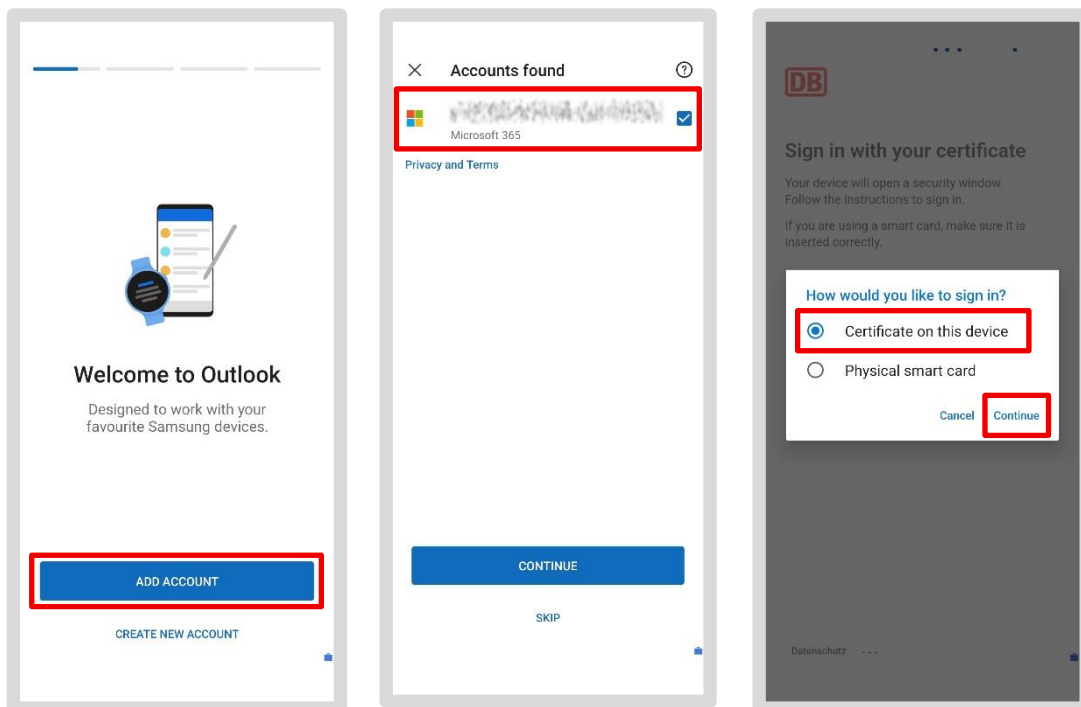
With Outlook, you can receive and send your work emails. Before you can get started, you will need to configure a few settings.

- Do you have questions about writing and sending emails? On [IT fit](#), you'll find useful tips and guides on using Outlook.

### 8.4.1 Set up Outlook / Create an email account / Set up email encryption

> **Note:** You can find a video guide at [db.de/mobile-videoanleitung](https://db.de/mobile-videoanleitung)

- Go to your “Work” area and tap on the “Outlook” app
- Your email account should already be set up automatically – tap on “Add account”
- In the next step, select your email address and tap ‘Next’
- under “Select other login option,” select the choice “Certificate on this device”
- Tap “Select” when prompted for the certificate



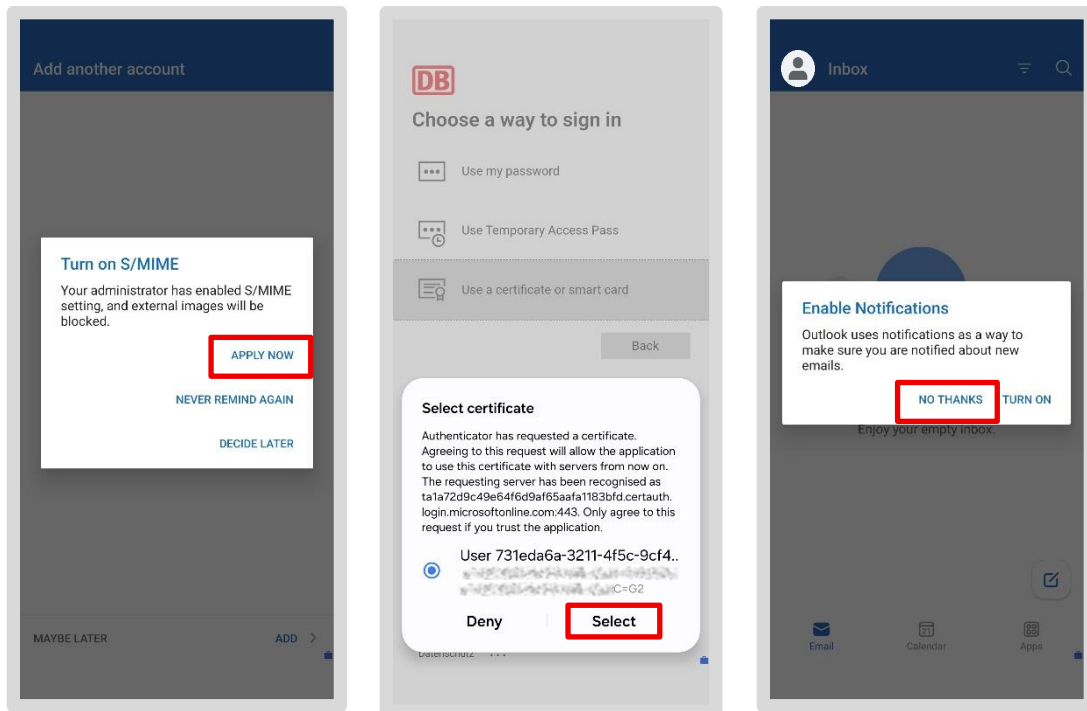
- If you wish to send data requiring special protection (e.g., personnel information) by email, you must also encrypt the content of the email
- DB provides S/MIME encryption for this purpose
- Tap “Apply now” when asked if you wish to activate S/MIME

This is followed by the certificate prompt. You can find the certificate valid for you as follows:

- First line: "**User** ds2232... (followed by numbers and letters)
- Second line: "CN- **DB Username**," e.g. LisaMustermann 89sd7es0ßwd (followed by numbers and letters)
- Select the text snippet and tap "Select"

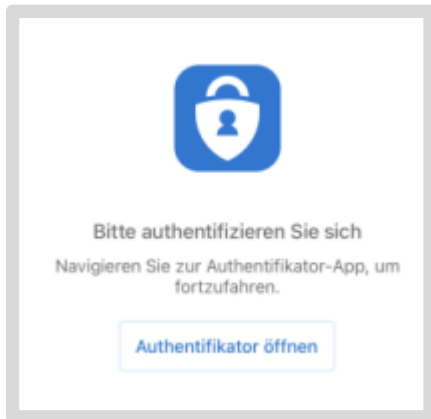
Your email account is now being set up:

- Tap "*Maybe later*" when asked if you want to add another account
- And tap "*No thanks*" to enable notifications



- Your emails are now being loaded (this process may take a few minutes)
- You can then read and draft emails again

## 8.4.2 iPhone/iPad:



- Tap on "Open Authenticator" for authentication
- Next, select the "Office365" certificate
- Confirm the two queries with "Switch on" (so that email synchronisation can work) and with "Allow"
- You will then be asked for another account. Tap on "possibly later" and close the last query with "Skip" until you get to your inbox

Your emails will now be loaded. This process may take a few minutes. You can then read and write emails.

### 8.4.3 Set up an email signature

Email signatures are a mandatory part of business communication. It appears at the end of an email and, by law, must have certain information, such as the company name and the official registered office of your DB company. You can find the text for your email signature in DB's central directory, known as the 'EVI.'

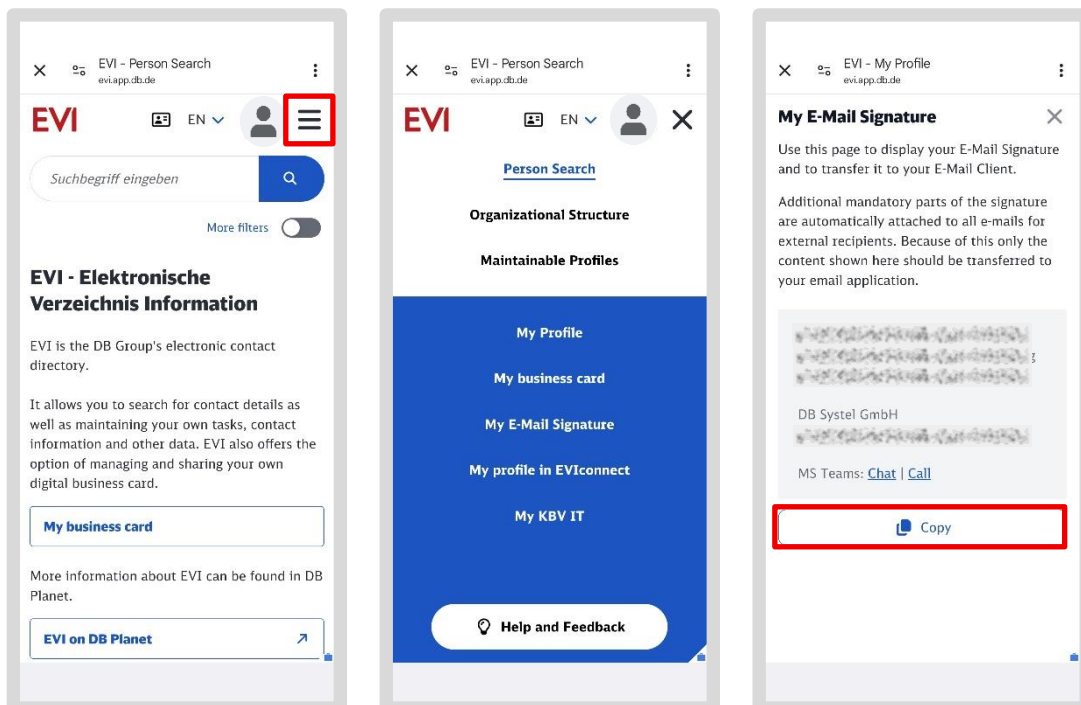
#### Here is how to get your email signature from EVI:



- Open the EVI app in your "Work/Business" section
- You will now see the mobile EVI view
- Tap the menu in the top left-hand corner and then tap "The new EVI"

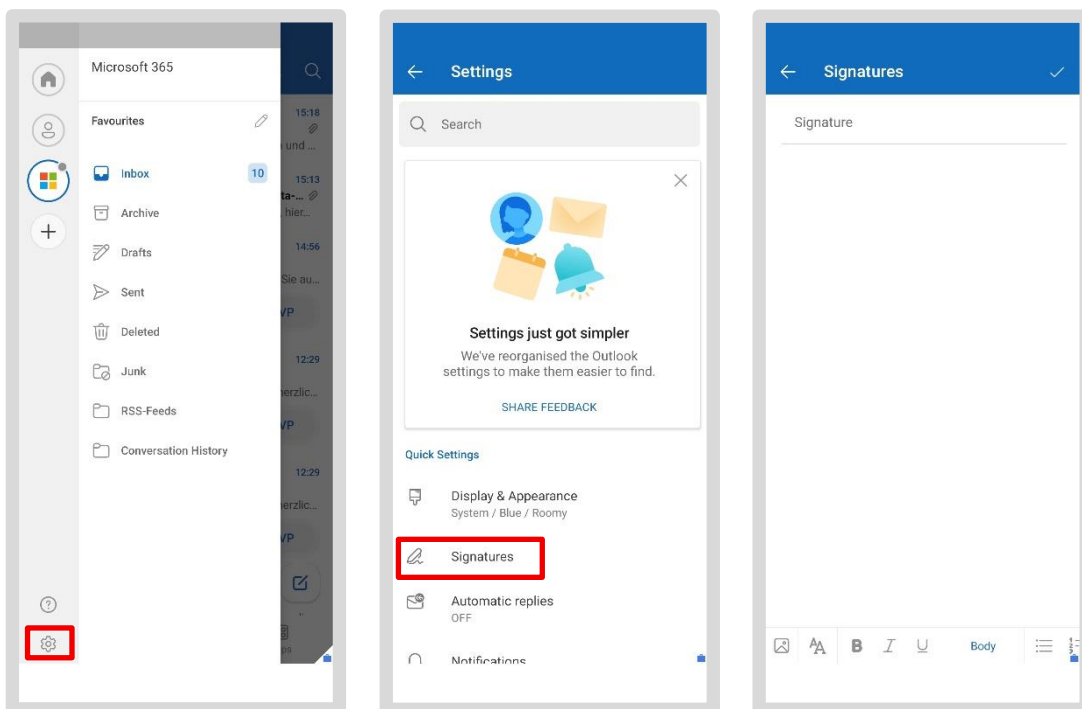
#### The new EVI view will open:

- Tap the three lines next to your profile picture in the top right-hand corner
- Then tap on "My email signature"
- The "My Email Signature" page will open
- Your personal signature is displayed in the grey field. Copy it by tapping the "Copy" button at the bottom
- Then close EVI



## Paste the signature into Outlook:

- Open the *Outlook app* in the “*Work/Business*” section
- Tap your profile picture in the top-left corner
- An overview of your email folders will open on the left-hand side
- Tap the cog icon in the bottom left
- Now tap on “*Signatures*”
- A field for the signature will open. If there is already an entry there, cut it by tapping ‘’



- Now long-press the empty field until the ‘*Paste*’ field appears and tap it
- Your copied signature from EVI will be inserted
- Close the window – your signature will now be automatically inserted into all emails you write

**Note:** If you have set up multiple email accounts, you can use the “*Signature per account*” slider to set up a separate signature for each account. Otherwise, the saved signature will be used for all your email accounts.

### 8.4.4 Email synchronization – All emails always up to date

All your emails are automatically backed up in the Outlook app and synchronized with your linked Office account. This means that no matter which device you log in from – whether a smartphone, tablet, or BKU/Basic Workplace computer – you are always up to date.

If you have an old smartphone/tablet and wish to import the contacts, please go to [section 8.5: Backing up contacts in OneDrive](#).

### 8.4.5 Creating new contacts in Outlook

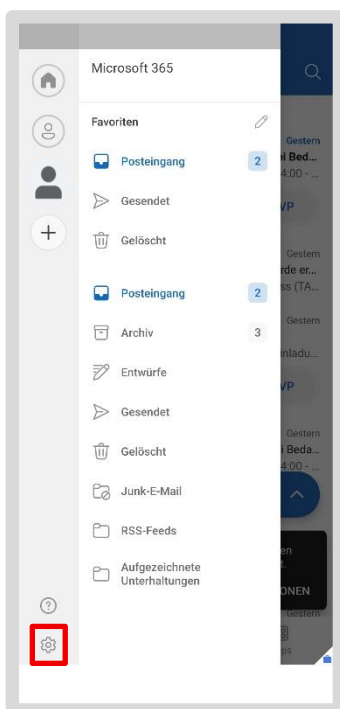


- Go to the ‘Work’ section and open the Contacts app
- Tap the ‘+’ to create a new contact
- Select ‘Outlook’ in the top-left corner above the arrow
- The new contact will be saved in Outlook

### 8.4.6 Synchronizing contacts in Outlook

If you create a new contact in the ‘Work/Business’ area on your smartphone or tablet using the Contacts app, it is advisable to share it for synchronization with Outlook. Here is how to do it:

- Open the *Outlook app* in the ‘Work/Business’ section
- In the top-left corner of the app, there is a circle with an icon. Tap this
- An overview of your email folders will open on the left-hand side



- Select the cog icon at the bottom left

- The settings will open
- Under “Email Accounts,” select your Outlook account. Then tap the small slider next to “Synchronize contacts”
- Then confirm the access request by tapping “Allow”
- Once you have enabled synchronization, exit the *Outlook app*

### 8.4.7 Encrypt emails

Emails that you send within the DB Group are encrypted by default. This is sufficient for most requests - you don't need to do anything else!

**However, when you send an e-mail, always observe these two rules:**

- the email only has as much personal data as necessary
- the subject of the email does not have any confidential information

### 8.4.8 Set up additional encryption:

If you want to send particularly sensitive data (e.g. personnel information) by email, you must also encrypt the content of the email.

The DB provides S/MIME encryption for this purpose. To use it, you need your personal certificate. You can install this yourself via the Welcome app.

- To do this, open the Welcome app
- Select the Help tab in the Welcome app
- Then tap on Encrypted emails
- Follow the steps in the instructions

After successful installation, you can read and send encrypted emails on your smartphone/tablet. You can find detailed step-by-step instructions here:

> [Encrypted e-mail communication](#)

### 8.4.9 Synchronisation - keep everything up to date

All your emails are automatically backed up in the Outlook app and synchronised with your connected Office account. This means that no matter which device you log in from, you are always up to date.

If you have an old smartphone/tablet and want to import your contacts, go to [chapter 9.4 Backing up contacts](#).

### 8.4.10 Create new contacts

- Open the Contacts app
- Tap on the "+" to create a new contact


- Select "Outlook" via the small arrow in the top left-hand corner The new contact is saved in Outlook

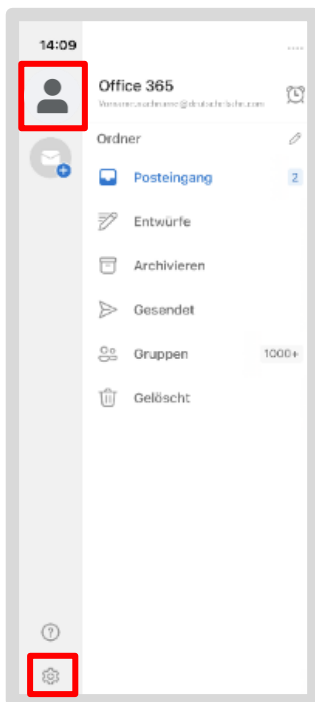
### 8.4.11 Synchronise contacts with Outlook

**Note:** Synchronisation of contacts is not possible on iPhone/iPad!

If you create a new contact in the "Work"/"Business" area on your smartphone/tablet via the Contacts app, it is advisable to share it for synchronisation with Outlook.

**Proceed as follows:**

- Open the Outlook app in the "Work"/"Business" area
- There is a circle with an icon in the top left-hand corner of the app. Tap this
- An overview of your email folders opens on the left-hand side
- Select the cogwheel  at the bottom left



- The settings will open
- Select your Outlook account under "Email accounts". Then tap on the small slider next to "Synchronise contacts"
- Confirm the later request for access with "Allow"
- Once you have activated synchronisation, exit the Outlook app

## 8.5 MS Office

You can also open and read Word, Excel, PowerPoint files or PDF files on your smartphone/tablet. To do this, download the corresponding apps from the Hub app once:

- Open the Hub app
- Search for the respective app via the search bar, for example Word, Excel, PowerPoint or PDF Reader)



- Then tap on "Install". The app will now be downloaded and will appear in your "Work"/"Business" area and on your iPhone/iPad on the start page
- When you open a file, the app will open automatically

**Note:** You can only open one file at a time. It is therefore not possible, for example, to open and edit several Word files at the same time.

## 8.6 Take Away: DB Apps

### 8.6.1 Where can I find DB Apps?



The most important apps are already installed on your smartphone/tablet. If you want to download added business apps, do so via the Hub app.

There you will find Outlook, Word and OneDrive, for example, but also DB-specific apps such as DB FASSI-MOVE or DB Baudoku.

You can download private apps via the Play Store (Samsung/Nokia/Gigaset) or AppStore (iPhone/iPad).

Where can I find information about my DB smartphone/tablet?

For all questions about your smartphone/tablet, use the Welcome app. You can find instructions and useful information about your device in the "Documents" tab and the "Help" tab.

The app is installed on your smartphone/tablet by default.

## 9 Back up your data

### 9.1 Back up work data in OneDrive

You have an Enterprise version of a smartphone/tablet. This means that backing up business and private documents is strictly separated.

Backing up your private documents or photos/videos is described here:

> [mobileworkplace.deutschebahn.com/mobile-data-backup](https://mobileworkplace.deutschebahn.com/mobile-data-backup)

> Video instructions can be found here: [db.de/mobile-videoanleitungen](https://db.de/mobile-videoanleitungen)

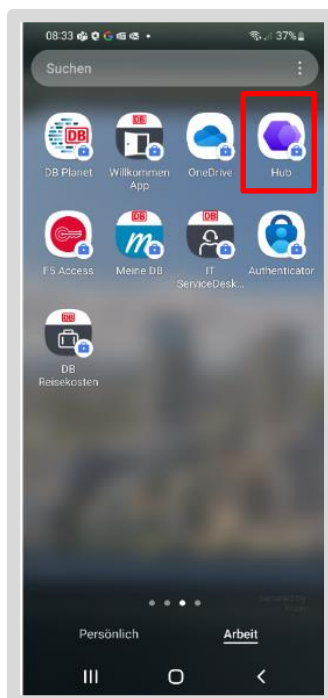
To save photos and other documents such as PDF documents or Word files, you need the Microsoft "OneDrive" app. With this app, you can store all your work data in a cloud and then access it at any time using all your work devices. For example, you can also access your data from your work PC.



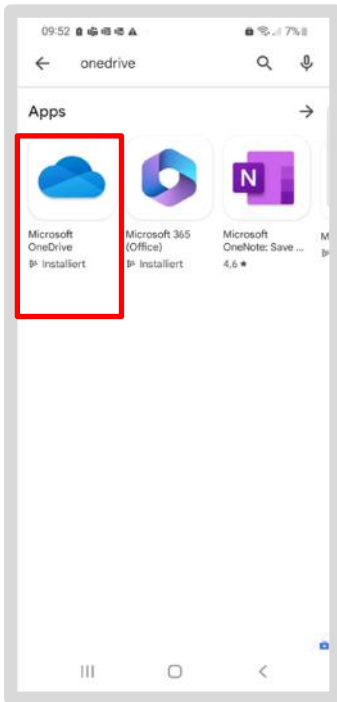
### 9.2 Set up OneDrive

**Prerequisite:** To set up OneDrive, first install the Outlook app on your smartphone/tablet and set up your work email account.

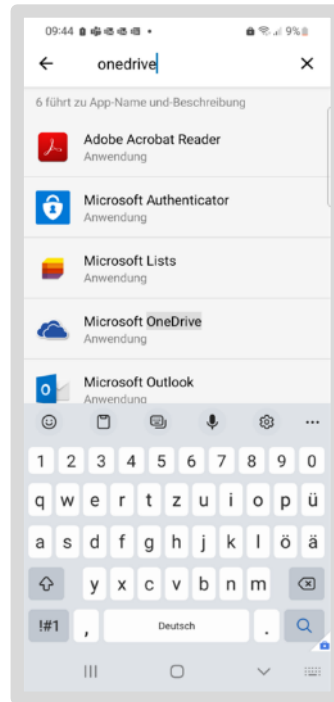
> [You can find more information on setting up here.](#)



- Download the "OneDrive" app
- Open the Hub app or the Google Play Store:
- Search for the app "Microsoft OneDrive"

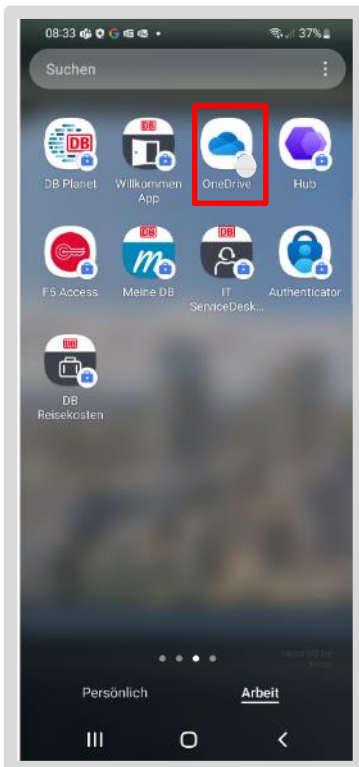


Google PlayStore



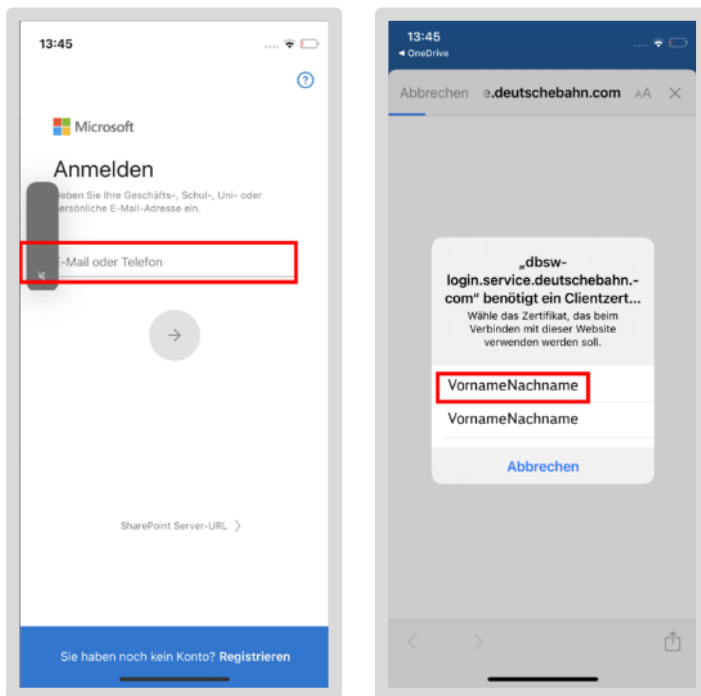
Hub app

- After installation, the app will be displayed as an icon (hint: cloud) with the name OneDrive in the "Work"/"Business" area and on your smartphone/tablet on the start page



- Open the OneDrive app by tapping on the icon
- Confirm that the app is allowed to send you notifications

- Select "Sign in"



- Enter your DB email address - you will be logged in automatically
- Select your DB User certificate
- You will now see all your files in OneDrive

**Please note:** If you set up OneDrive again, it may take a few minutes for all your data to be synchronised.

### Back up all system settings

If you ever reset your smartphone/tablet to factory settings, also back up your system settings.

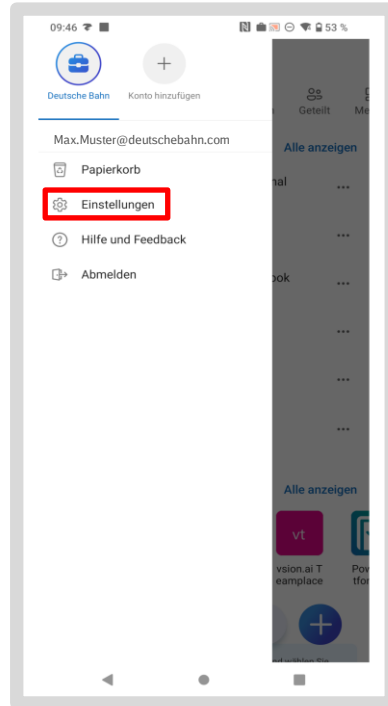
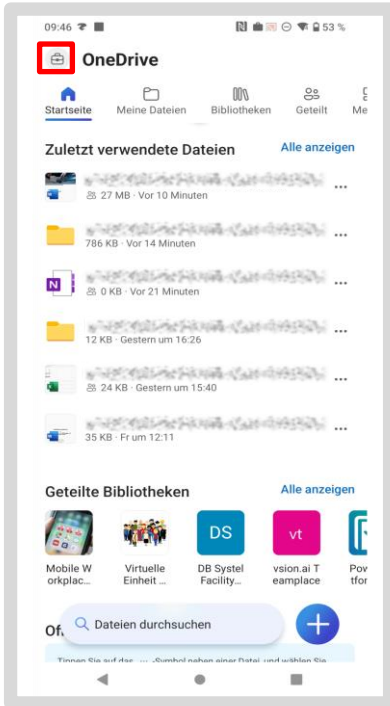
Take screenshots or notes of your individual settings and your specific business DB apps. Also save these in OneDrive so that you can use them as notes when restoring.

## 9.3 Back up photos

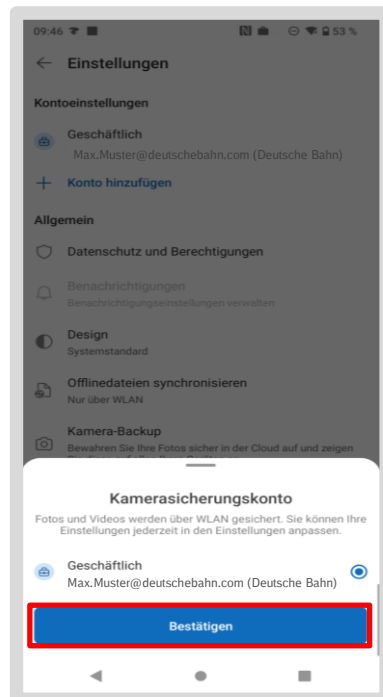
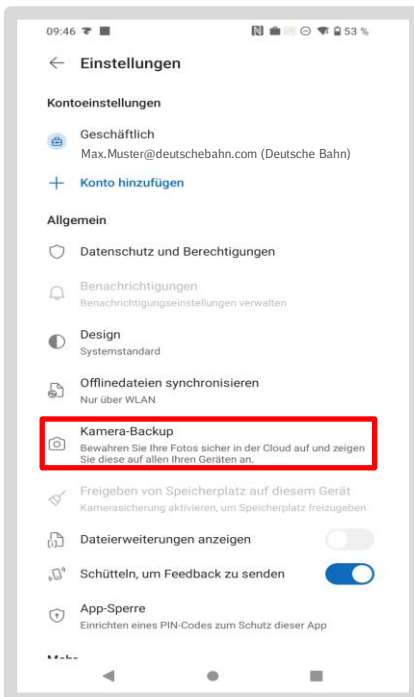
### 9.3.1 Samsung/Nokia/Gigaset

#### Set up OneDrive

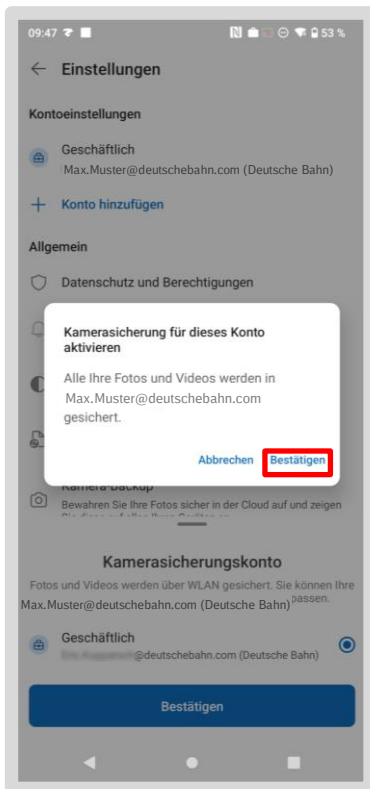
- Tap on the "Suitcase" icon at the top left and then select "Settings"



- Then select "Camera backup"



- Select the "Confirm" button

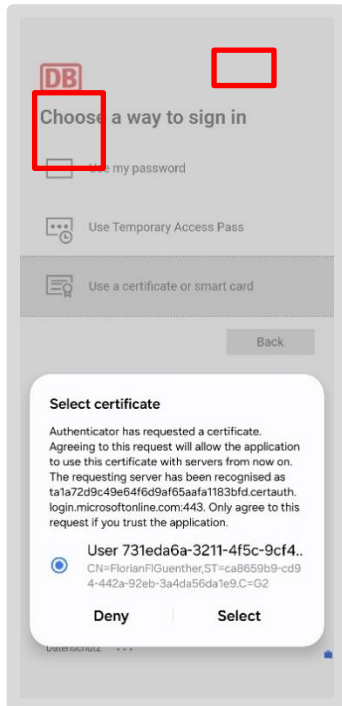


- Tap "Confirm" in the dialogue whether pictures and videos should be saved in OneDrive
- Tap the arrow at the top left several times to return to the OneDrive app
- Once synchronisation has been set up, every photo taken via the camera is synchronised with OneDrive

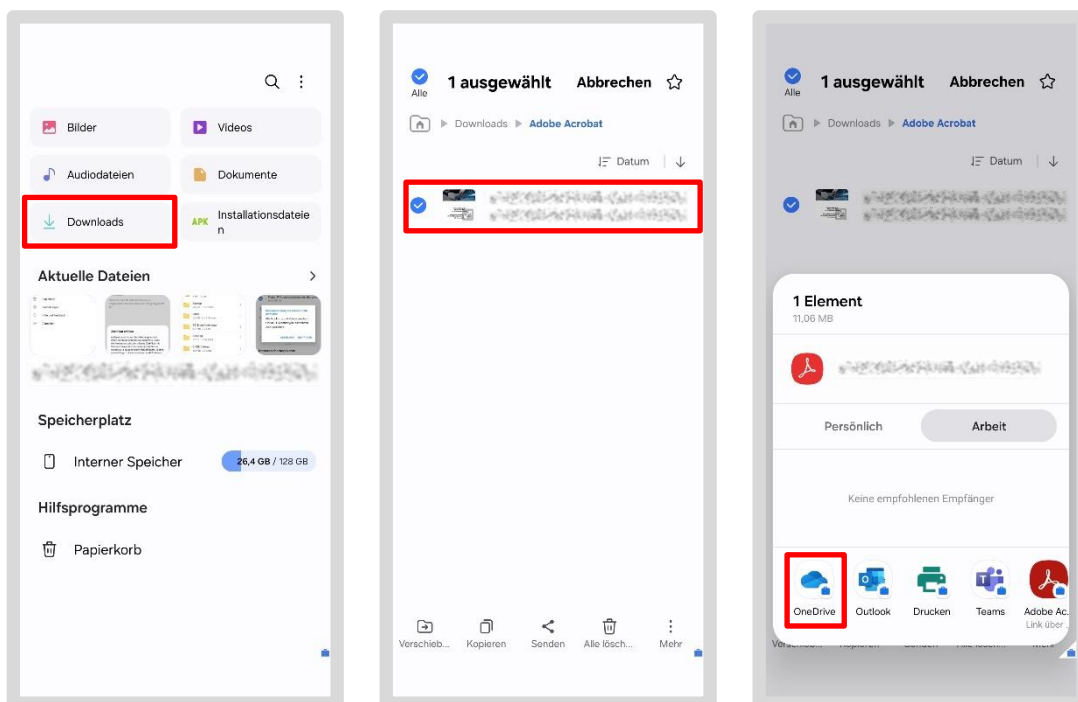
## 9.4 Save PDF files

PDF files are usually saved in the download directory in the "Work"/"Business" area. To save these to OneDrive, go ahead as follows:

- Open the "My Documents" app

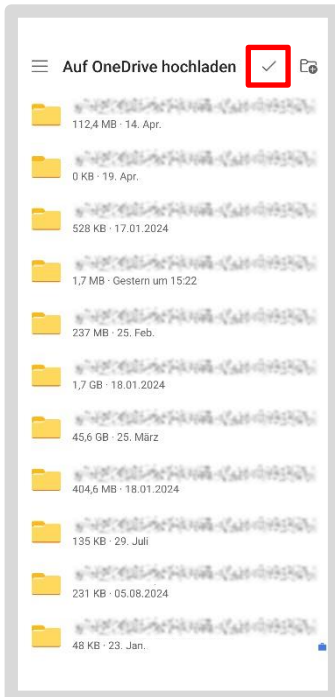


- Tap on "Downloads"



- Long press on the PDF file until a tick appears in front of the name

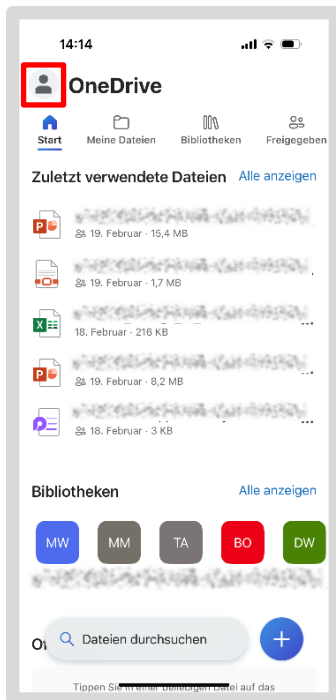
- Tap on "Send" at the bottom of the bar menu and then select "OneDrive"



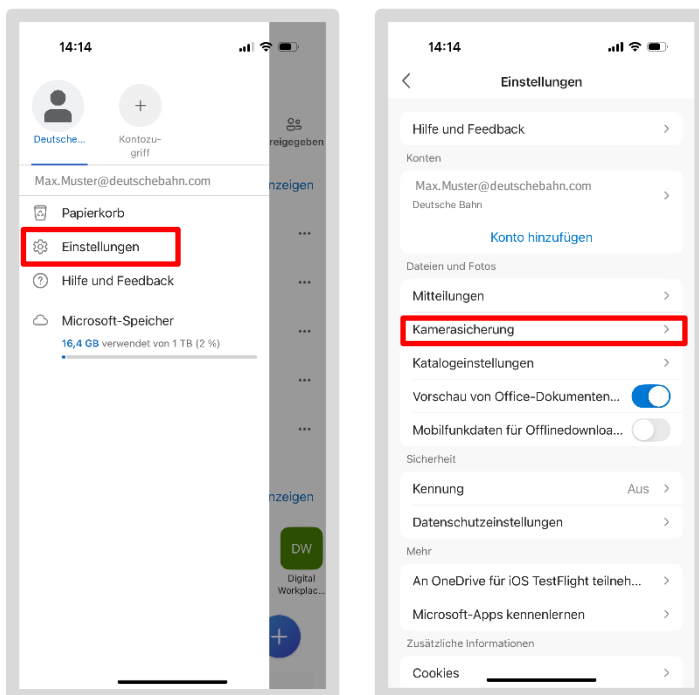
- Your personal folder in OneDrive will be displayed
- If this is not the correct storage location: Tap on the hamburger menu (three stripes) in the top left-hand corner
- Select the folder in which you want to save the PDF and then tap the white tick in the top right-hand corner
- The file will now be uploaded to OneDrive

## 9.4.1 iPhone/iPad

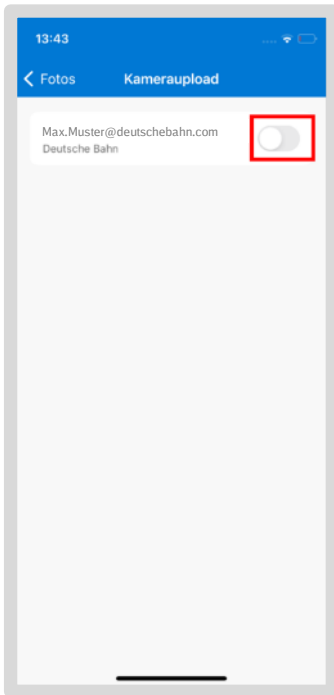
### Set up OneDrive



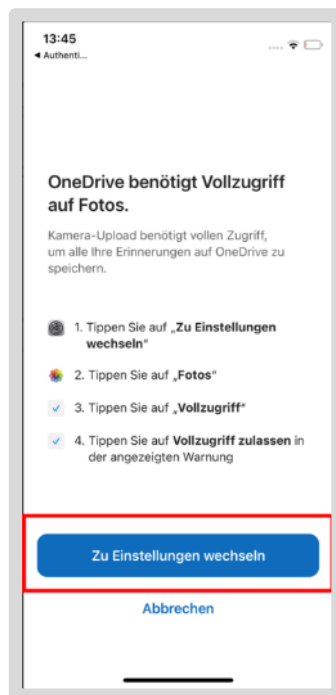
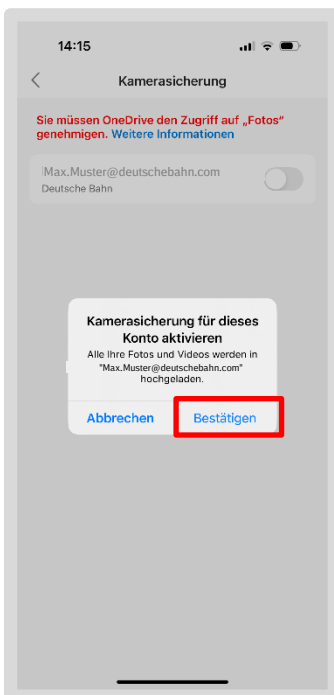
- Tap on the round symbol at the top left or on your profile picture



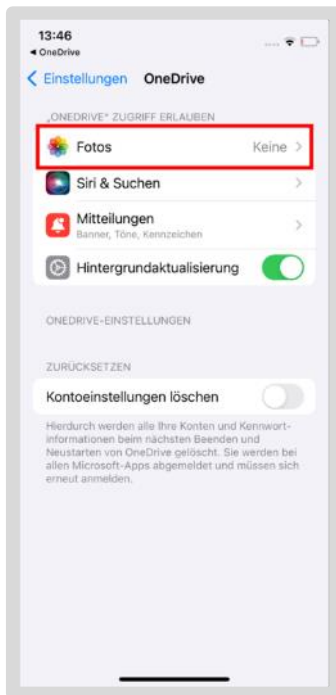
- Then select "Settings" from the menu
- Then tap on "Camera backup"



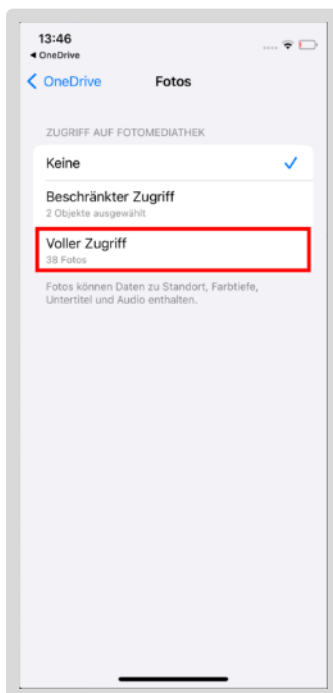
- Move the slider next to your email address to the right



- Tap "Confirm" in the dialogue asking whether pictures and videos should be synchronised with OneDrive
- Activate the camera backup: Tap on the "Open settings" app button



- You are now in the settings of your iPhone/iPad Tap on "Photos"



- Then tick "Full access" to allow OneDrive to save the photos and videos

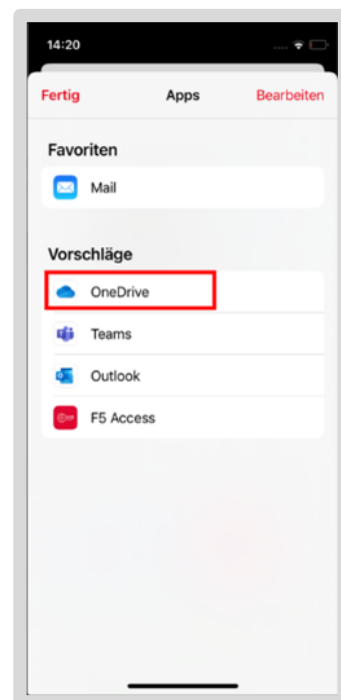
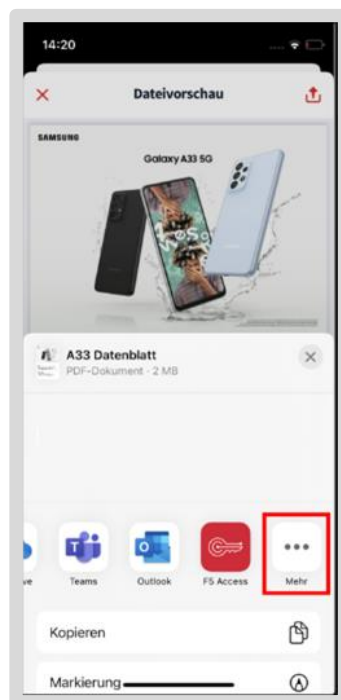


- Tap on "Allow full access"
- Return to the OneDrive app

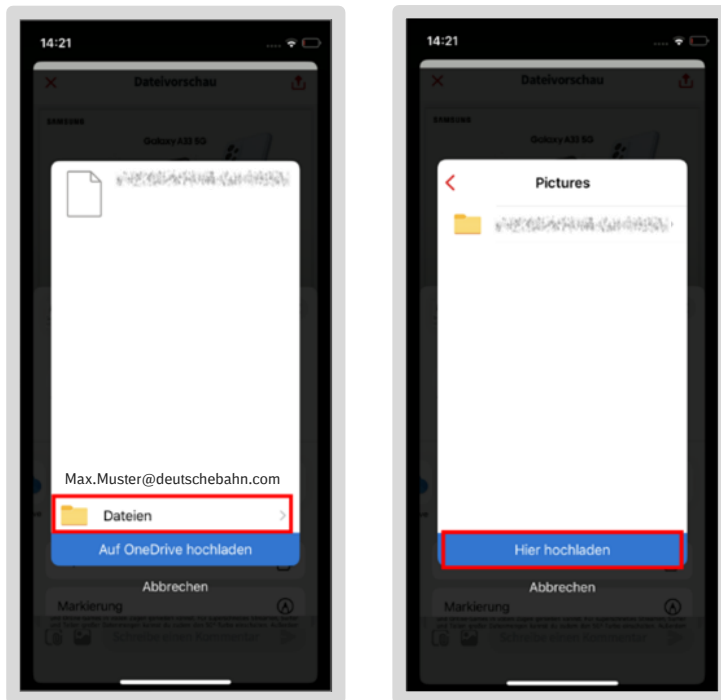
### 9.4.2 Save PDF files directly to OneDrive

PDF files can be saved directly to OneDrive, go ahead as follows

- Open the file
- Tap the share icon at the top right
- Select "OneDrive" at the bottom of the menu (under the "...") items)



- Select the folder in which the PDF is to be saved and then tap on the white tick in the top right-hand corner
- The file will now be uploaded to OneDrive



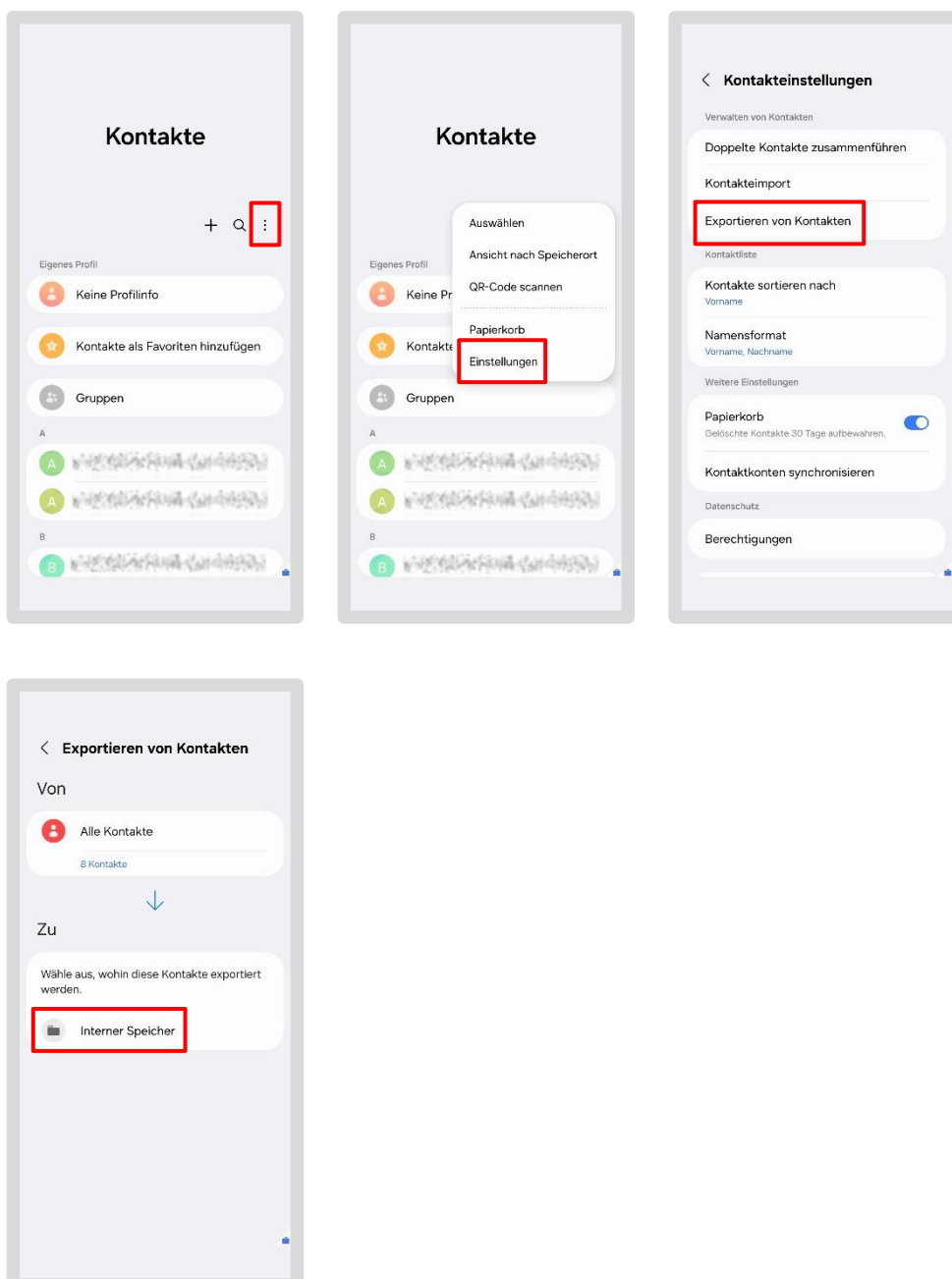
Once synchronisation has been set up, every photo taken via the camera will be synchronised with OneDrive.

## 9.5 Back up contacts to OneDrive

Want to switch your smartphone/tablet and take your contacts with you?

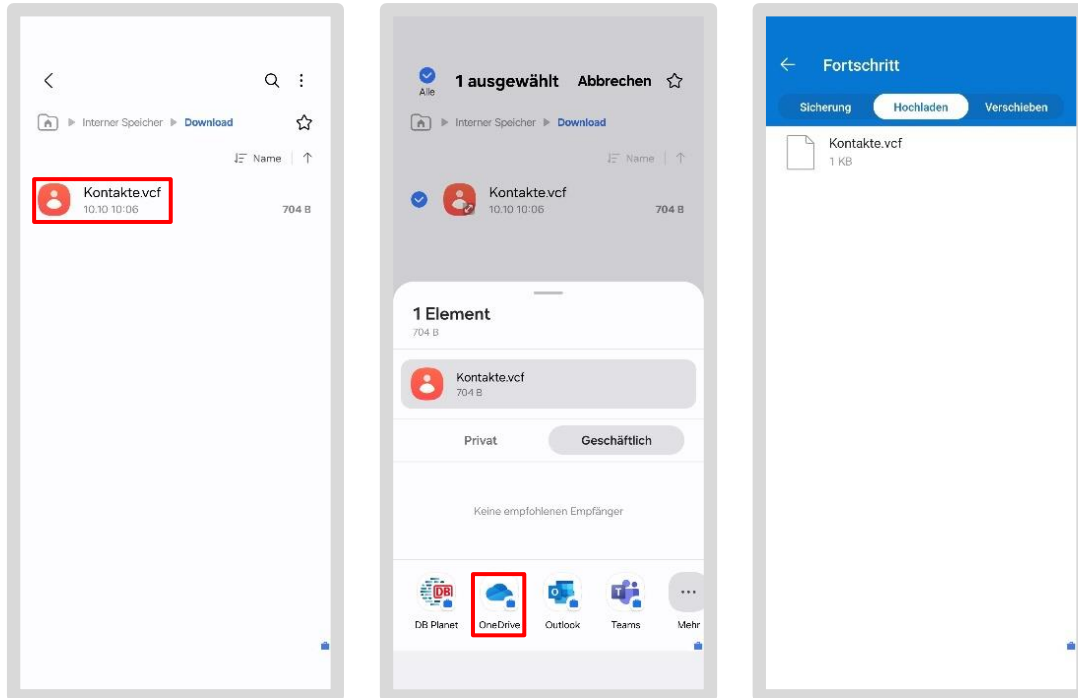
**Then follow these steps:**

- Swipe up on the home screen
- Tap ‘Work’ in the top right-hand corner
- Open the *Contacts app*
- Tap “:” (three-dot menu) in the top right-hand corner
- Select “Settings”
- Tap on “Export contacts”
- First, save your contacts to “Internal storage”



You will now find a .vcf file named “Contacts.vcf” in your Downloads folder.

- Select the file “Contacts.vcf”
- Tap “OneDrive” at the bottom of the selection bar



Your contacts are now in your OneDrive folder.

## 9.6 Importing contacts from OneDrive

To import the contacts back into the Contacts app on your new device,

**follow these steps:**

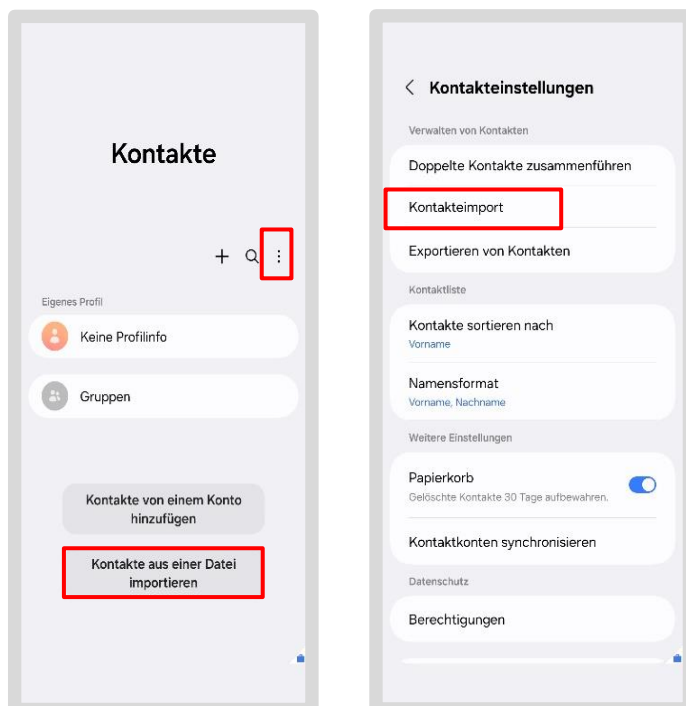
- Swipe up on the home screen
- Tap ‘Work’ in the top-right corner
- Open the *Contacts app*

If you **do not** have **any new contacts** yet:

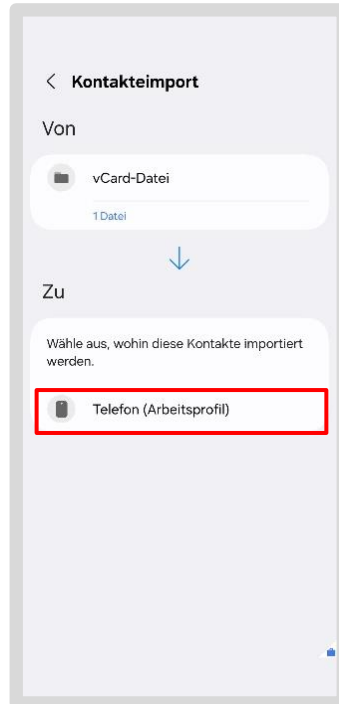
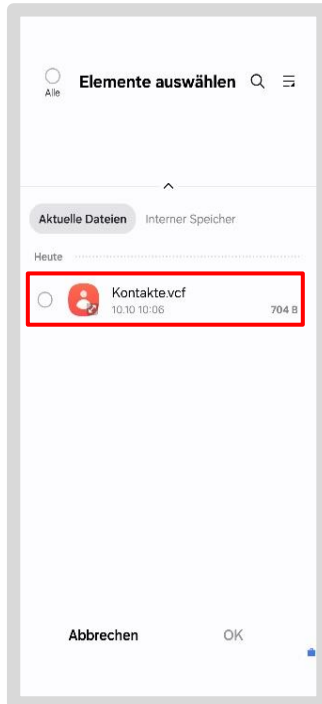
- Tap on “*Import contacts from a file*”
- Select “*Internal storage*”
- Select the file “*Contacts.vcf*”
- Tap on “*Phone (Work profile)*”
- Confirm by tapping “*Import*”

If you **already** have **new contacts**:

- Tap “:” (three-dot menu) in the top right-hand corner
- Select “*Settings*”
- Tap on “*Contact Import*”
- Select “*Internal storage*”

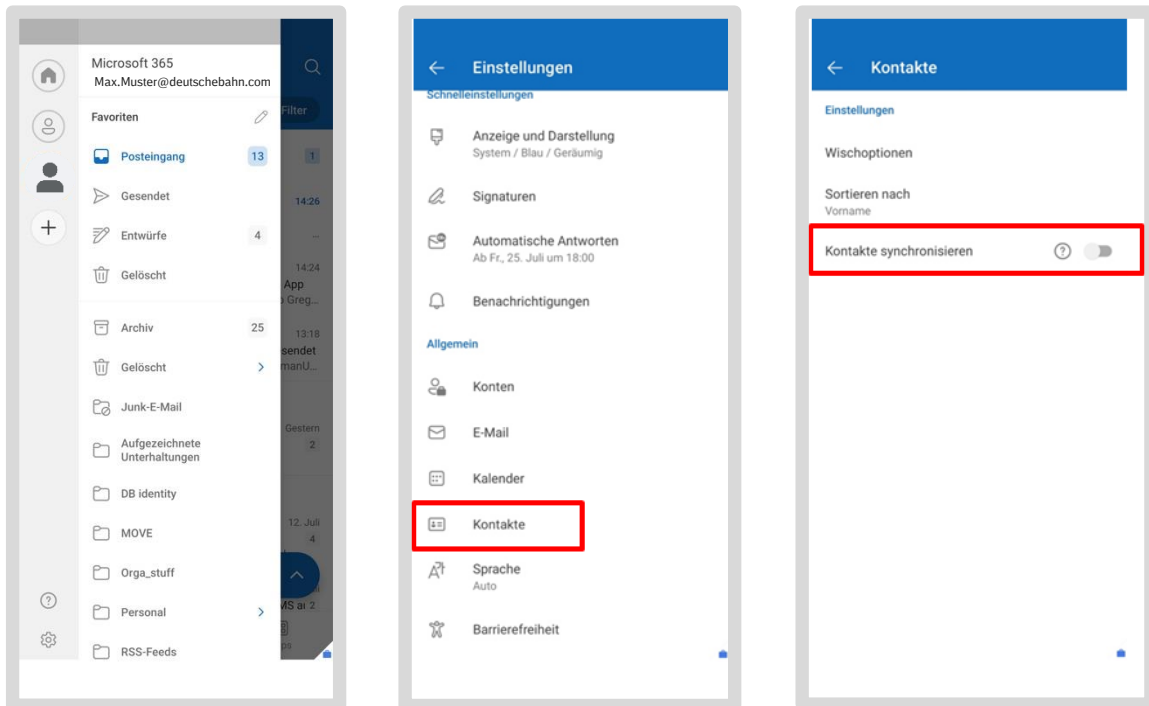


- Select the file “Contacts.vcf”
- Tap on “Phone (Work profile)”
- Confirm by tapping “Import”



## 9.7 Back up contacts via Outlook

- Always keep your contacts directly in Outlook **on each device**, so you have access to them from all your devices and don't need to back them up separately
- Tap on the profile photo to the left of the word "Inbox"
- Tap on the settings icon in the grey area below and on "Contacts" on the next screen
- Switch on the "Synchronize contacts" function by tapping the slider



## 9.8 Save passwords

The "Keepass2Android" app is available for smartphones/tablets with the Android operating system. You can use it to save and access your passwords.

You can download the app via the Hub app or the official Google Play store. You can find instructions on how to set up the app here:

> [mobileworkplace.deutschebahn.com/Keepass2Android](https://mobileworkplace.deutschebahn.com/Keepass2Android)

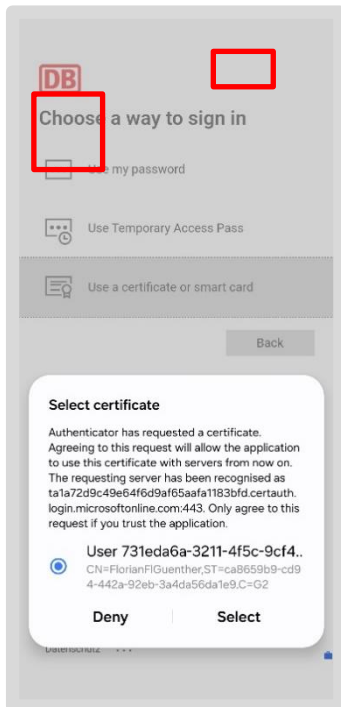
## 9.9 Back up private data

If you have saved private pictures, contacts, files and documents on your work smartphone/tablet, it is essential that you back them up independently and regularly. This is because if you reset your smartphone/tablet, your personal data will also be removed.

To back up your personal data, you can use your **private Google/Apple account** or a **private OneDrive**, for example.

## 9.10 Take off: where are your photos, files and documents?

Your files are in the "My files" app.



To back up work documents, you can use the "One Drive" app, which you can open via the Hub app.

OneDrive asks you for your work email, enter it and the account is activated!

The prerequisite is that you have installed the Outlook app and set up your user account (email linked to certificate).

If you do not yet receive work emails or have not yet set up an email account for Outlook, you can do so here.

### **Backing up PDF documents or Word files:**

- Go to Documents or Downloads
- Press and hold a file until a tick mark appears
- Select the file(s) you wish to upload
- Tap 'Send'
- Select "OneDrive"
- You will be taken to a view of all your folders
- Select a folder and tap the tick to upload the file
- Cannot find the folder? Tap the menu in the top-left corner
- Under "Libraries," select added folders and tap the tick to upload the file

### **Backing up photos and videos:**

- Open "OneDrive"
- Tap "Photos"
- Enable camera backup/camera update
- For iPhone/iPad: Activate your work email
- Then tap "Confirm"

### **Back up your personal data**

To back up your personal data, you can use your personal Google or Apple account, or a personal OneDrive, for example.

> You can find instructions with suggestions for backing up your personal data [here](#)

## 10 Data protection and usage instructions

If you use a DB smartphone/tablet whilst on the move, there is always a security risk that unauthorized persons may gain access to the smartphone/tablet. Even brief access offers a chance to access sensitive data.

**Therefore, please adhere to the following basic rules:**

1. Do not simply leave your smartphone or tablet lying around; always ensure it stays within your control.
2. Do not hand your smartphone/tablet over to other people, not even to “just have a quick look,” unless it is a shared device.
3. Always secure your smartphone/tablet with a PIN or a strong password, and even better, with added biometric security such as your fingerprint or facial recognition.
4. Only ever use passwords and PINs once!
5. Passwords and PINs should not be guessable; so, do not use phone numbers, birthdays, car registration numbers, or names.
6. A PIN must be at least six digits long, have at least four different characters, and must not consist of a sequence of consecutive ascending or descending numbers.
7. Passwords must always be at least twelve characters long and must have at least three of the following four elements: uppercase letters, lowercase letters, numbers, special characters.
8. Never store passwords, PINs or usernames for your smartphone/tablet or DB User account on the device itself. Not even disguised as a phone number – everyone knows that trick.
9. Back up your work and personal data promptly and regularly. You can do this by saving them for your OneDrive or by emailing them as soon as possible to the intended recipient. Only then are they secure. This ensures that DB-IT can access them if your end user device breaks or goes missing.

## Terms of Use for “Mobile Data Communication”

By accepting the smartphone/tablet and these terms of use, the employee confirms compliance with the terms of use:

1. The end user devices are personal work equipment. Passing the end user device or the access data/passwords/PINs on to third parties (e.g., family members or superiors) is not allowed.
2. The end user device stays the property of DB Systel for the entire duration of use. The device must be returned at the end of the usage period. It must always be free from third-party rights; in particular, lending or selling them to third parties is not allowed.
3. The consumption, use and dissemination of offensive, defamatory, pornographic, sexist, racist, anti-constitutional, immoral or criminal content and applications are prohibited.
4. The end user device must be treated with care and respect. The end-user device may only be charged using chargers and cables provided by the manufacturer (including in the scope of delivery). Charging during working hours is allowed.
5. Any loss, theft or damage that impairs functionality must be reported to the line manager at once. \*
6. Where available and usable by the employer, data usage on the end user device should primarily take place via Wi-Fi networks.
7. The device’s security settings (policies, virus scanner, device configuration, etc.) must not be altered or deactivated.

<sup>1</sup> See also Appendix 1 to the KBV IT General and Special Terms of Use, A (1).

<sup>2</sup> See also DB Asset Protection Policy, 136.01.03

## 10.1 Take off: security aspects

Your business smartphone/tablet is part of your work. It is the property of DB System GmbH and must therefore be treated with care.

It is part of your job, so do not lend or sell it.

> If the smartphone/tablet has to be returned for security reasons, send it back as described [here](#)

**Don't give thieves a chance:** use a good password. For example, don't stick your password to the monitor with a piece of paper.

### Data protection: Where can I find the data for my smartphone/tablet?

To do this, open the Welcome app, go to the "Help" tab via the tabs at the bottom of the screen and then to the "Device data" sub-item. Your smartphone/tablet data, such as the serial number, IMEI or operating system version (e.g. Android 13 or iOS17.5.1) are displayed here.



## 11 Forgotten password, returning a device

Have you forgotten your screen lock password or cannot remember your DB User password? Does Outlook keep crashing? Are you getting error messages you do not understand? Do not worry, you will find help here.

### 11.1 Help via the Welcome app



The Welcome app is the first port of call for questions about your smartphone/tablet.

You can find the most important instructions, links and phone numbers in the "Documents" tab and the "Help" tab. For example, the instructions for setting up and restoring your device for the first time. If your device is not working now, use a colleague's device.

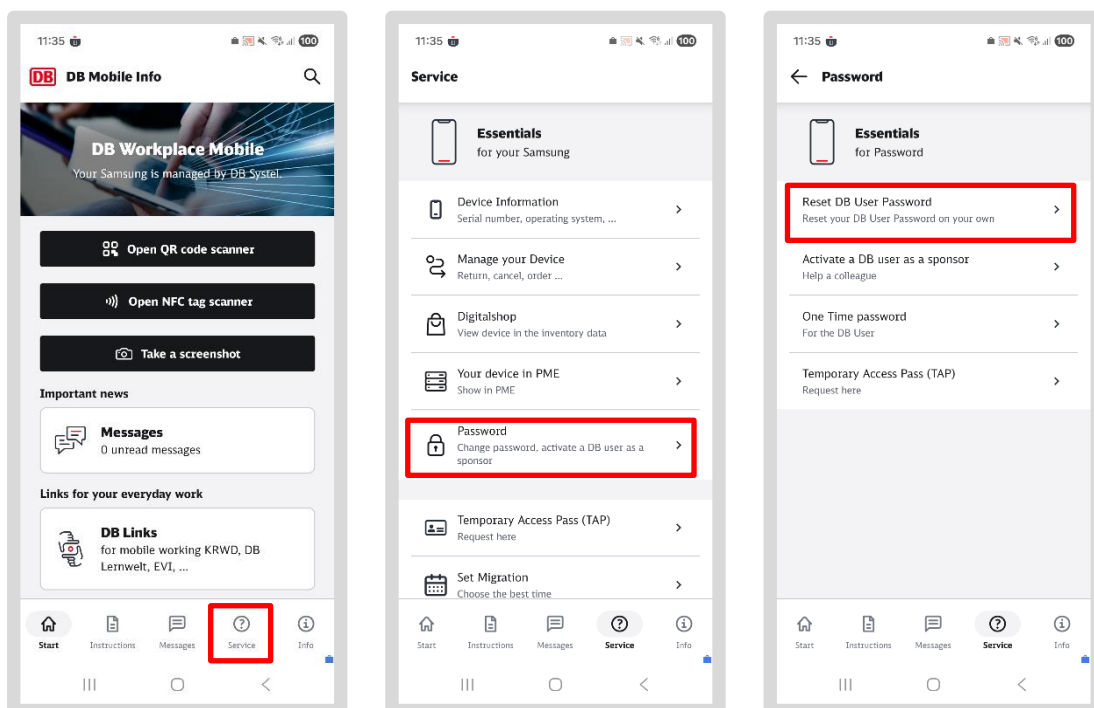
Alternatively, you can also find all the important instructions at

> [db.de/ae](https://db.de/ae)

### 11.2 Forgotten or changing your DB User password

If you no longer know your DB User login details or wish to change them, you can do so as follows:

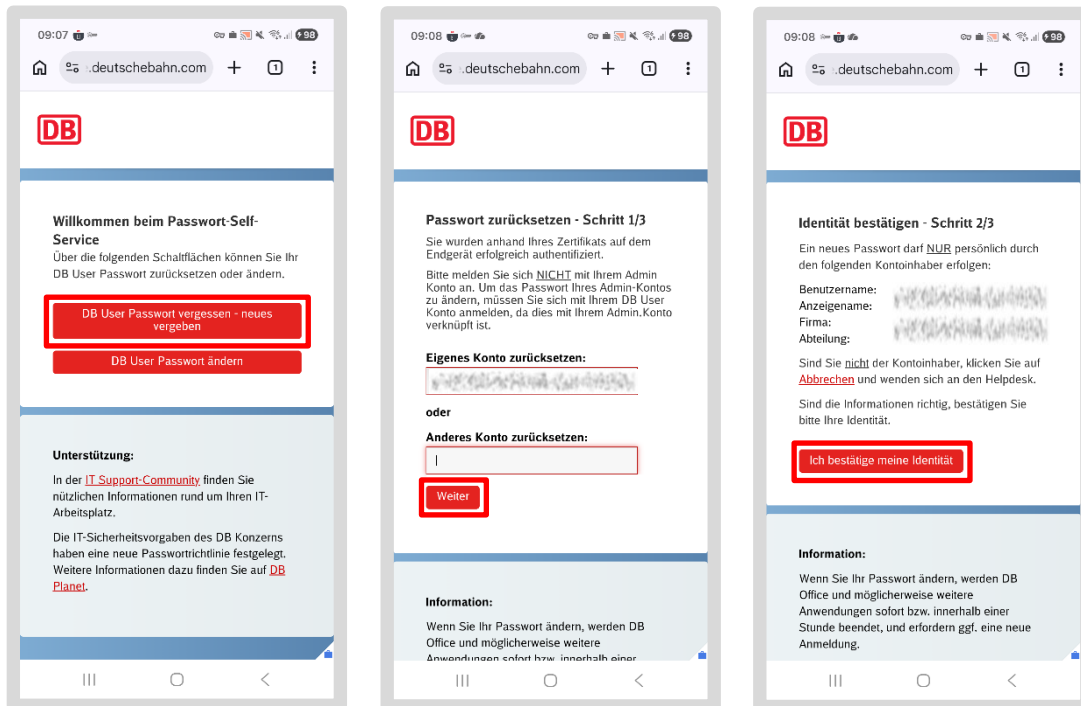
- In the *DB Mobil app*, select the 'Service' tab
- Tap on "Passwords"
- Then tap on "Reset DB User password"



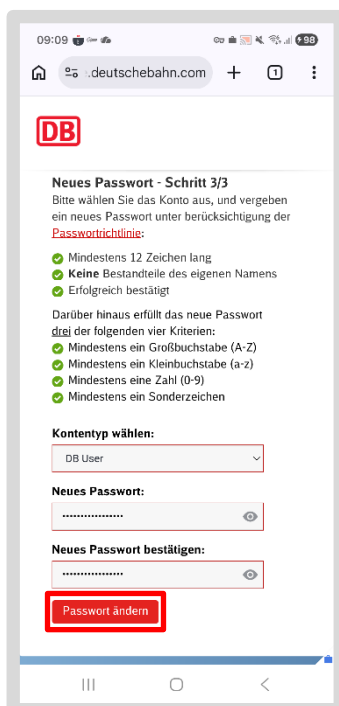
**Note:** At this point, a connection to F5 Access will be set up automatically. This is necessary to take the following steps. If a connection to F5 Access has not been set up, you must activate it manually to continue!

If you have done everything correctly, you will now be redirected to the Password self-service website.

- Now select the button that applies to you
- Tap “Continue” without entering anything
- Then confirm your identity



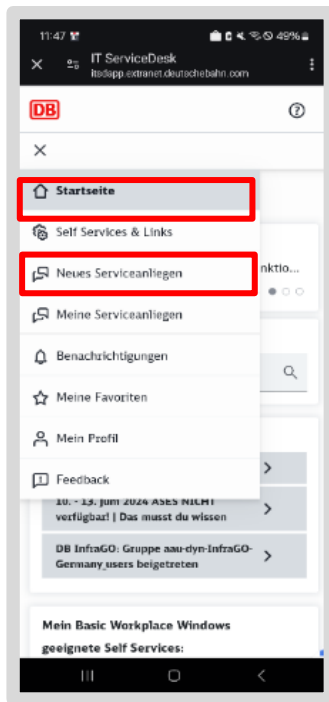
- Now enter your new password, considering the password policy
- Confirm your entry by clicking “Change password”



## 11.3 Help via the IT ServiceDesk App



The IT ServiceDesk App is the central technical contact point for questions. From error analysis to technical support for hardware and software problems on your device - you can ask your questions here and get access to helpful instructions and important links.



### How to get to the IT ServiceDesk App:

- Open the "IT ServiceDesk App" in the "Work/Business" section
- Or call it up via the link: [db.de/itservicedesk](http://db.de/itservicedesk)
- You will find the menu in the top left-hand corner of the app
- Click on "New service request" and then select the method you would like to use to report your request

### You can also go to "Self Services & Links" in the IT ServiceDesk App to, among other things:

- Update your DB User password
- Update your DB User mobile phone number

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## 11.4 Lost your smartphone/tablet?

Call the **IT ServiceDesk** at once:

- IT ServiceDesk
  - Internal: Tel. 91-5555
  - External: Tel. 0361 430 8200
- IT ServiceDesk DB Cargo
  - Tel. 91 7777 (internal)
  - Tel. 00800 327 978 35 (external)
- Report on the loss or theft

### Inform your contract officer (mobile) at once:

- Report the loss or theft
- Ask them to block your SIM card! That way, no one will be able to make calls at the company's expense
- Discuss the next steps with them to find out how to get a new smartphone/tablet

### Report the loss in the Digitalshop:

- Report a loss or theft via the Digitalshop
- Open the digital shop at <http://www.db.de/digitalshop>
- In the main menu, under 'Inventory data,' tap 'Mobile devices'
- Select your smartphone/tablet from the list
- Tap 'Perform inventory action' on the left, then select 'Theft of end user device' or 'Loss of end user device' from the drop-down menu
- If you have any questions, please contact your contract officer (mobile)!

---

## 11.5 Faulty smartphone/tablet

### Inform your contract officer (mobile) at once:

- Report on the total loss
- Discuss the next steps with them to find out how to get a new smartphone/tablet

### Deactivate the smartphone/tablet in the Digitalshop:

- Open the Digitalshop at <http://www.db.de/digitalshop>
- In the main menu, under 'Inventory data,' tap on 'Mobile devices'
- Select your smartphone/tablet from the list
- Tap "Perform inventory action" on the left, then select "Mobile device – Cancellation" from the drop-down menu
- You can find instructions for the replacement at [db.de/mobile-setup](http://db.de/mobile-setup)
- If you have any questions, please contact your contract officer (mobile)!

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## 11.6 Returning your smartphone/tablet?

If your smartphone/tablet is faulty, you can find a quick guide to exchanging smartphone/tablets at [db.de/ae](http://db.de/ae) under Setup/Quick Guides.

**Important:** Back up your data beforehand. This is because your smartphone/tablet will be completely wiped by the recycling company after you return it. This means all data (work and personal) will be lost.

You can back up your work data to OneDrive. This saves the data to the cloud, allowing you to access it at any time from any of your devices (smartphone/tablet/PC). We show you how to set up OneDrive in [Chapter 8.2 Setting up OneDrive \(OneDrive\)](#) or [atmobileworkplace.deutschebahn.com/mobile-daten-sichern](http://atmobileworkplace.deutschebahn.com/mobile-daten-sichern).

### Log out of the Digital Shop on your smartphone/tablet:

- Open the Digital Shop at <http://www.db.de/digitalshop>
- In the main menu, under 'Inventory data,' tap 'Mobile devices'
- Select your smartphone/tablet from the list
- Tap "Perform inventory action" on the left, then select "Mobile device – cancellation" from the drop-down menu
- You can find instructions on how to exchange your device at [db.de/mobile-setup](http://db.de/mobile-setup)
- If you have any questions, please contact your contract officer (mobile)!

### **Simply return your smartphone/tablet yourself via the IT Asset Management Portal:**

- Log in to the <http://www.db.de/itverwertung>
- Order a free return
- Select whether you only need the return label for the return or would also like a box sent to you
- You will receive the label by email, and the box will be delivered by post to the address you provided

### **Preparing your smartphone/tablet for dispatch:**

- Delete your personal accounts from your smartphone/tablet
- Remove your SIM card and memory cards
- Pack your smartphone/tablet securely so that it is not damaged during transport, and include any accessories (power supply unit, USB charging cable, etc.) in the return box
- Stick the return label onto the box and take it to the post office

### **Congratulations!**

You have successfully set up your work smartphone/tablet!

To ensure it always works reliably in future, make sure you always install the latest updates!

We hope you enjoy using it!

You can find further information about your smartphone/tablet in the app: DB MOBIL.

> You can find a brief guide to backing up your data at [mobileworkplace.deutschebahn.com/mobile-daten-sichern](https://mobileworkplace.deutschebahn.com/mobile-daten-sichern)