



**#Mobile Workplace -
The mobile workplace for
smartphone & tablet!**

DB System

Digital bewegen. Gemeinsam.

Table of contents

1 Welcome to the DB world: Enter the digital DB world!	4
2 Unpacking the smartphone/tablet	5
3 Requirements for the initial setup	6
3.1 Activate DB user	6
4 Initial setup Samsung/Nokia/Gigaset	7
4.1 Insert SIM card	7
4.2 Switch on	7
4.3 Note for KVE Business devices	7
4.4 Unlock	7
4.5 Change screen lock	8
4.6 Notes for the daily switch-on	9
4.7 Activate	9
4.8 Activate MTD app	10
4.9 Take off: "Log in on the mobile device"	12
5 Initial setup iPhone/iPad	14
5.1 Switch on	14
5.2 Note for KVE Business devices	14
5.3 Link DB users	14
5.4 Receive SMS one-time password	15
5.5 Insert SIM card	15
5.6 Creating a screen lock	15
5.7 Activate location services	16
5.8 Check for update	16
5.9 Activate	17
5.10 Activate MTD app	19
5.11 Take off: "Log in on the mobile device"	21
6 Business and private content	23
6.1 Manage elements on home screens	23
6.2 Distinguishing between business and private	25
6.3 Download DB Apps	27
6.4 Take off: subdivision private/business + grouping of apps	27
7 Further settings	28
7.1 The operating system	28
7.2 Quick access/ Control center	28
7.3 Take Off: Manage apps on the home screen:	31

7.4 Connect to the Internet	32
7.5 F5 Access - Establish VPN connection	33
7.6 Take Off: Certificates & VPN connection	34
7.7 Improve battery life	34
7.8 Setting up an answering machine	36
7.9 Deactivate advertising ID	36
8 The most important apps for the start	37
8.1 Hub App - Download new apps	37
8.2 The Welcome App	38
8.3 Microsoft Authenticator App	42
8.4 Send and receive e-mails with the Outlook app	43
8.5 MS Office	49
8.6 Take Away: DB Apps	49
9 Back up your data	50
9.1 Back up work data in OneDrive	50
9.2 Save photos	54
9.3 Save PDF files	55
9.4 Save Contacts in OneDrive	64
9.5 Secure passwords	68
9.6 Back up private data	69
9.7 Take off: where are your photos, files and documents?	69
10 Data protection and terms of use	71
10.1 Take off: Safety aspects	72
11 Help	73
11.1 Help via the Welcome App	73
11.2 Help via the IT ServiceDesk app	74
11.3 Lost your smartphone/tablet?	74
11.4 Is your smartphone/tablet defective?	75
11.5 Return your smartphone/tablet?	75

1 Welcome to the DB world: Enter the digital DB world!

Glad you decided to go with a DB smartphone/tablet!

With this guide, we'll help you get set up and give you an overview of all the topics related to your smartphone/tablet to get you started.

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

- How to set up and restore 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 the smartphone/tablet

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

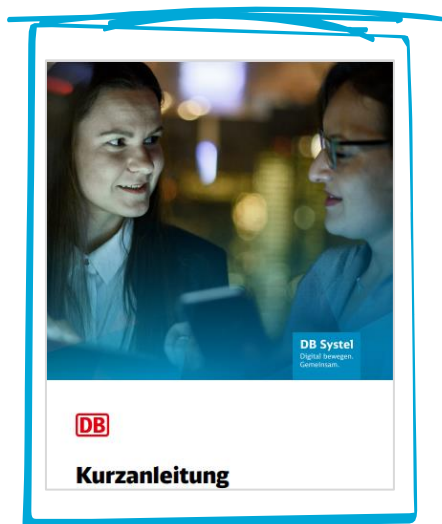
Is everything there?

- Smartphone or tablet
- SIM card letter (sent by Vodafone, ask your cell phone manager if necessary)
- Instructions, warranty card, 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 initial setup! Further information can also be found here: > www.db.de/ae.



- > db.de/mobile-setup
- > db.de/mobile-restore

Here we go

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

Choose the right instructions for you:

- Samsung/Nokia/Gigaset (p. 7)
- iPhone/iPad (p.14)

3 Requirements for the initial setup

3.1 Activate DB user

An activated DB user is required to set up your smartphone/tablet. The DB User provides free access to many Group applications.

What is the DB User?

The DB User is the user account for all employees in the DB Group. 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 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 can't remember your password, you can change it > [here](#).

Or follow the instructions in **chapter** Fehler! Verweisquelle konnte nicht gefunden werden.

"Help via the Welcome App".

4 Initial setup Samsung/Nokia/Gigaset

4.1 Insert SIM card

There is a small compartment on the top or 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 adapter.

- 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 foil. There is a PIN and a SuperPIN underneath.
- 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

Do you use a KVE Business smartphone/tablet? Then switch to > db.de/mobile-restore now.

- Select the appropriate recovery instructions for your device.
- Go to point 1.2 "Start recovery".
- Follow the steps to set up your device.
- Then jump back to these instructions to complete the initial 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 now see the home screen of your smartphone/tablet.

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

4.5 Change screen lock

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

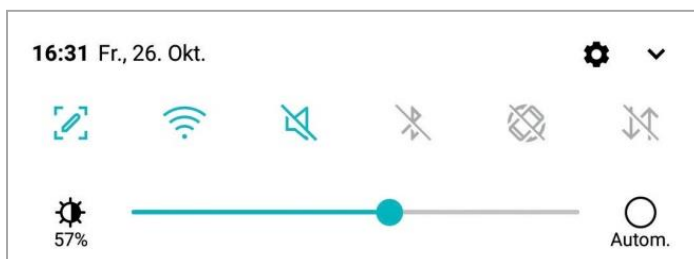
In the next step, change the screen lock and set a new password or number combination. Pay attention to the data protection and usage information in chapter 10.

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

In addition, a so-called "**biometric lock**" can 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.



Samsung/Nokia smartphone



- Go to the "Settings" area.
- Tap on the "Settings" app in the "Personal"/"Private" area.
- Or swipe your finger down from the top edge of the screen.
- A bar with icons opens.

- Tap on the cogwheel in the top right-hand corner.
- You will see a menu with various selection options.
- Tap on "Lock screen" and select "Lock screen type".
- Enter your current screen lock. For the first time, this is the password from step Unlock 4.3 (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 displayed on the screen.

Gigaset smartphone & all tablets:



- Go to the "Settings" app in the "Personal"/"Private" area.
- Tap on "Security" and then on "Screen lock".
- First enter your current device password. This is the password from step 3 (DB-Device2019) the first time.

- Select "No, thank you" in the following selection 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 appears.
- Confirm the message "*Fast face recognition*" with "OK".

4.6 Notes for the daily switch-on

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 can recognize you using your fingerprint/face.

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

4.7 Activate



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

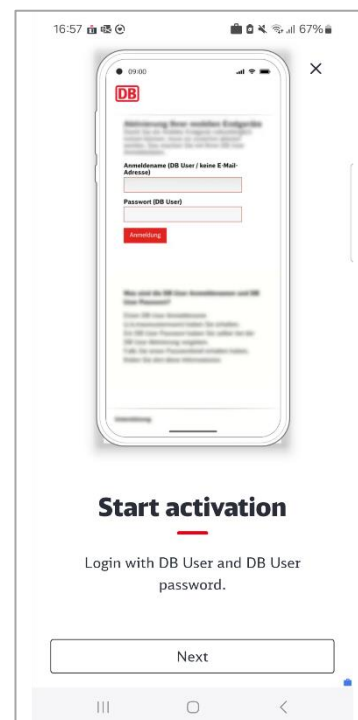
Important: To activate a tablet, first establish a VPN connection. We will show you how to do this in **chapter 7.5**.

To activate the Welcome App, proceed as follows:

- To do this, go to the home screen and swipe upwards with your finger.
- Tap on "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.
- Forgot your password? Change it > [Password self-service](#).
- Enter both in the two empty fields and tap on "Log in".

Wait approx. 30 minutes.

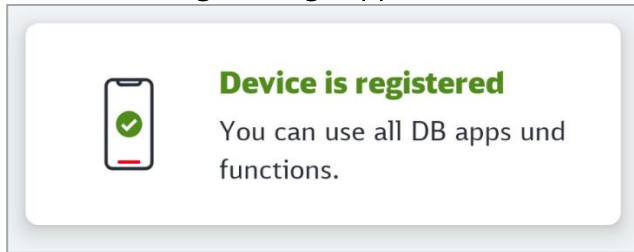
Note: Sometimes it takes a little longer or a very long time to activate your smartphone/tablet. Be patient here.



Your device is activated!

Congratulations! 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.



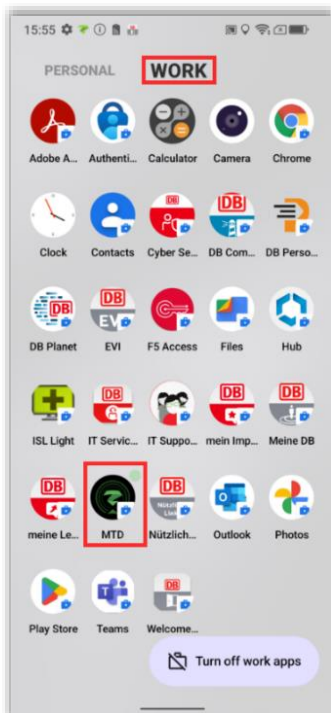
Activation failed?

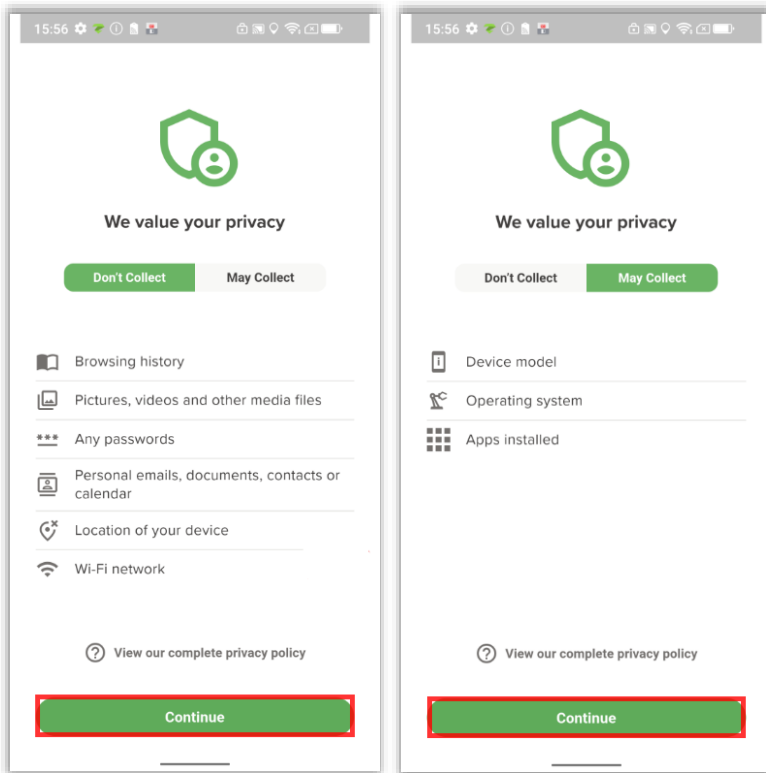
- Activate the device again.
- To do this, go to the Welcome App and select the "Help" tab at the bottom right.
- Then tap on "Reactivate the device".
- Only then can you download and work with all other necessary DB apps.

4.8 Activate MTD app

The Mobile Threat Defense (MTD) app is automatically installed on your smartphone/tablet after activation. To enable it to detect security vulnerabilities on your device, activate it once. Proceed as follows:

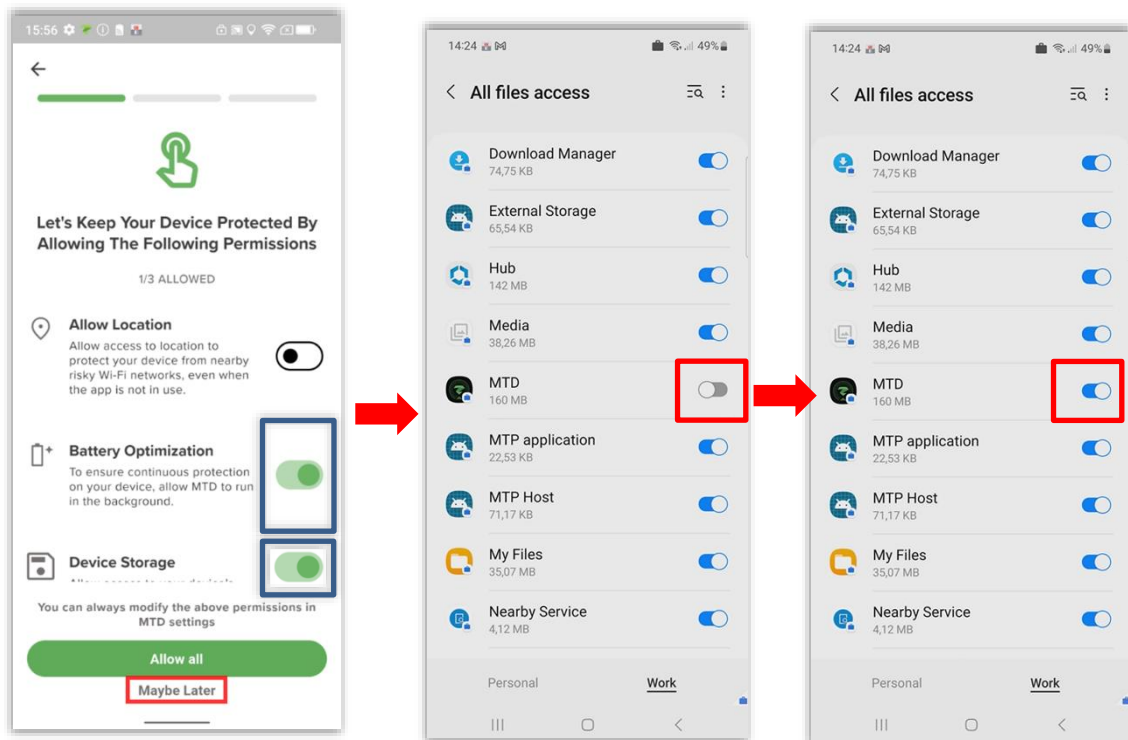
- Tap on the app icon in the "Work"/"Business" area.





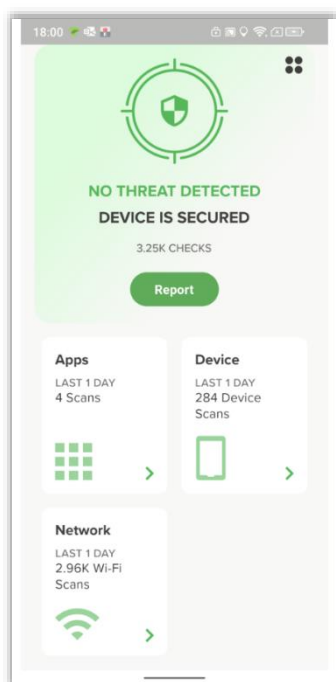
You will now see the "Privacy" settings. This screen is for your information only, you do not have to do anything here.

- **Collection not permitted:** Here you can see which data the MTD app is not allowed to collect.
- **Collecting allowed:** Here you can see what data the MTD app is allowed to collect.
- Tap on "Continue".



In the next step, you will be asked to set up some permissions for the MTD app.

- **Allow location:** Leave the slider on the left (deactivated).
- **Battery optimization:** Move the slider to the right.
This option is **mandatory** so that the MTD app can ensure continuous protection in the background. The battery consumption is minimal.
- **Device memory:** Move the slider to the right and enable access for the MTD app in the following window.
 - This option is **mandatory** for detecting malware that spreads on the device memory. This is the only way we can guarantee complete protection.
- Then tap on "Maybe later".



You will now see the following screen:

Activation is complete. The MTD app now detects threats on your smartphone/tablet.

- Detailed step-by-step instructions: > [Setting up MTD.](#)
- More information about MTD on the DB Planet page of > [Endpoint security.](#)

4.9 Take off: "Log in on 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 your smartphone/tablet. You will find the SIM card and PIN in the Vodafone letter that you receive in advance. You have to enter the SIM PIN every time you switch on and it always remains the same. If you have forgotten it, look > [here](#).
- **Password for the screen lock**
The screen lock is a personal password or a personal combination of numbers. This protects your smartphone/tablet from unauthorized 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 need your DB User login name and DB User password to log in to many DB apps/websites.

- The DB user login name consists of first and last name.
- You set the DB user password yourself during activation. If you no longer know 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 9.4).

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
- Open the MTD app and set it up

To do this, follow the "Quick guide for the quick guide for initial setup of mobile DB device". You received this together with your new smartphone/tablet. Or open it at > 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 short moment, the iOS setup assistant starts and "Hello" appears on the screen.
- Swipe your finger upwards across the screen to start.
- Select a language and the country.
- Tap on "Set up manually".



5.2 Note for KVE Business devices

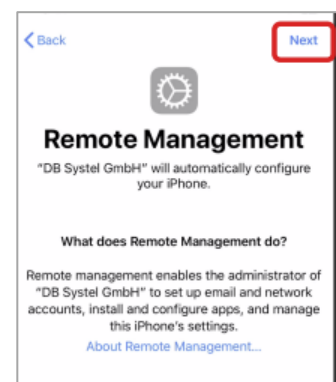
Do you use a KVE Business iPhone/iPad? Then switch now to db.de/mobile-restore.

- Select the recovery instructions for iPhone/iPad.
- Go to point 1.3 "Start recovery".
- Follow the steps to set up your device.
- Then jump back to these instructions to complete the initial setup.

5.3 Link DB users

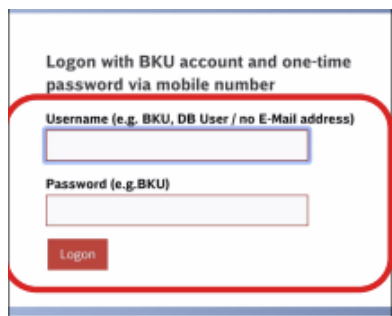
Establish a connection to the Internet:

- In a DB building: Select "dbs4public" and accept the terms and conditions.
- Use another WLAN or mobile data: Connect via your private Wi-Fi or mobile data. You may need to enter your private login details here.
- The device is now activated and managed remotely.
- In the next step, tap on "Next":



- Tap on the small red arrow pointing downwards and select "Login data and SMS one-time password" as the login method.

- Enter your DB user credentials:



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 cell phone number linked to your DB user. To retrieve the one-time SMS password, proceed 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 in your new iPhone/iPad and tap on "Sign in"
- The iPhone/iPad is now configured.

Please note: In order to receive the SMS, your cell phone number must be linked to your DB user. You can check whether the correct cell 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 cell 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* (section 5.2) and try again.

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.

5.6 Creating a screen lock

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

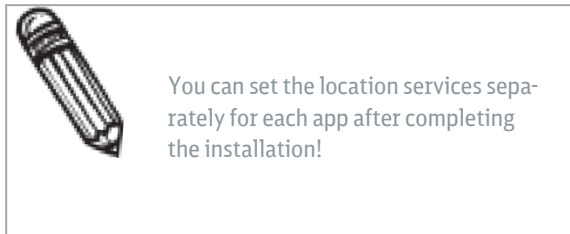
- Enter the code twice in succession.
- Tap on "Next".
- In future, always use this personal code when switching on and unlocking your iPhone/iPad.

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

- 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.

5.7 Activate location services

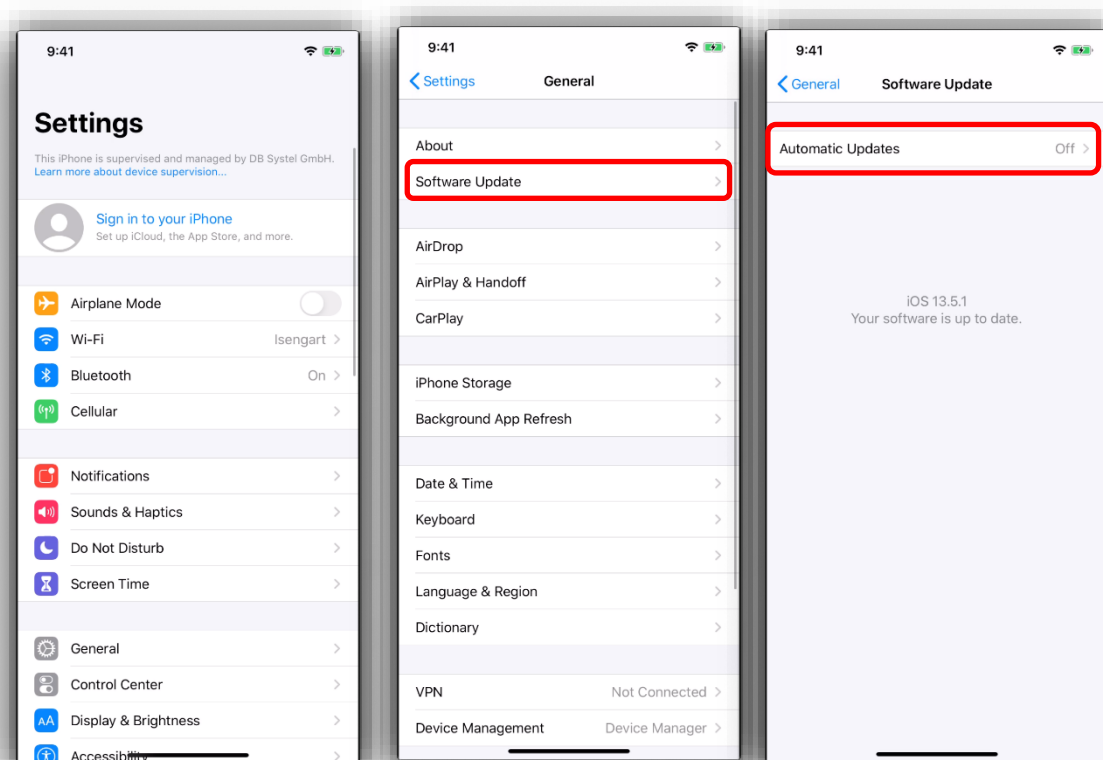
In the next step, activate the location services. This is necessary so that the exact time is displayed on the iPhone/iPad. Tap on "Activate location services".



5.8 Check for update

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

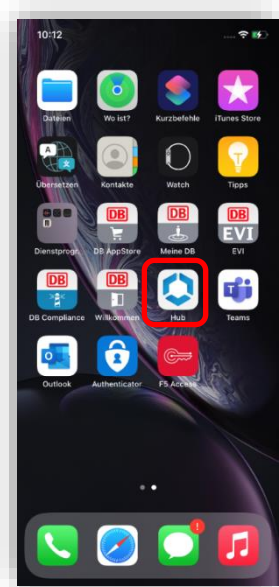
- Open the "Settings" app.



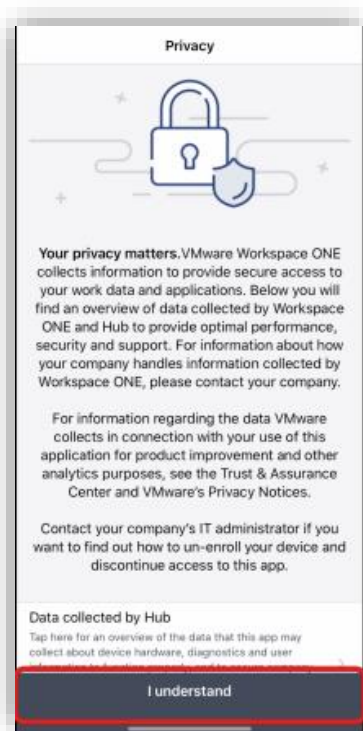
- Tap on "General".
- Then tap on "Software updates". If a new software version is displayed here, install it.
- To ensure that your iPhone/iPad is always up to date, activate the "automatic updates" function.

5.9 Activate

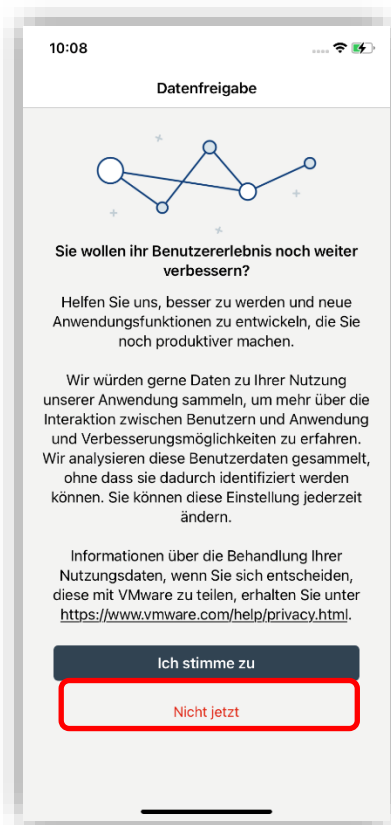
To use all DB apps, first activate your smartphone/tablet. You only need to do this once. Proceed as follows:



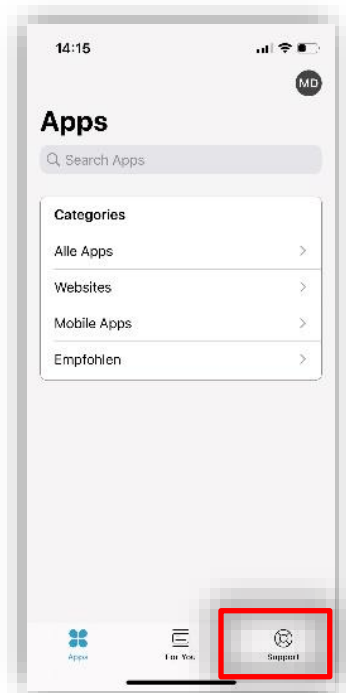
- Open the Hub app. It is installed on your iPhone/iPad by default.



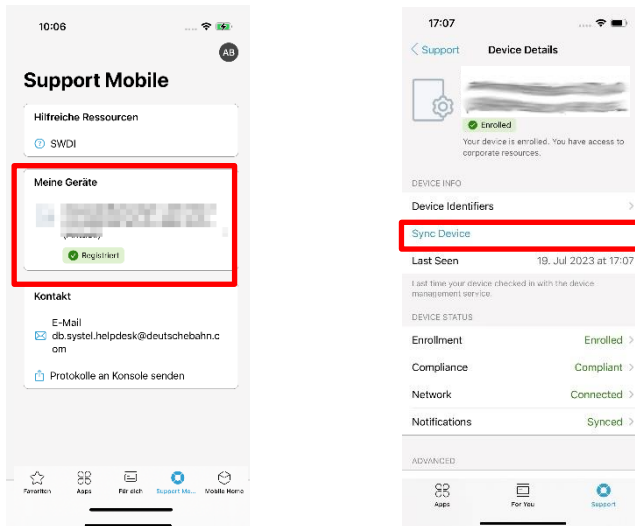
- Tap on "*I understand*" after reading the privacy policy.



- Tap on "Not now".
- In the next step, tap on "Do not send" in the data sharing dialog.
- 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.

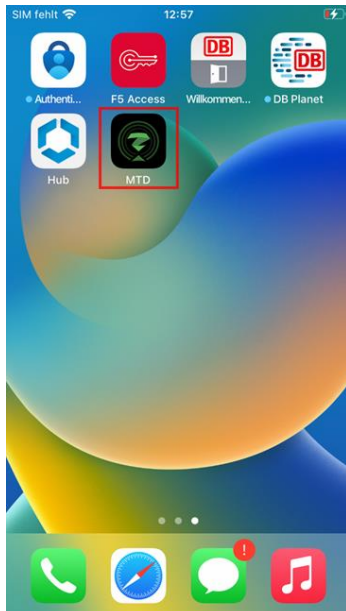


- Tap on your iPhone/iPad under "This device".
- Then tap on "Synchronize device" to register your iPhone/iPad within the mobile DB world.

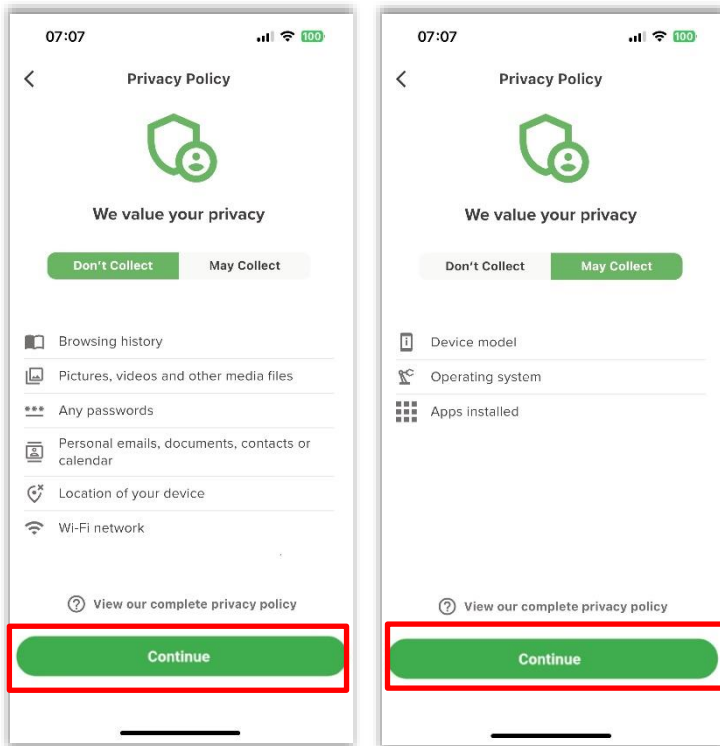
After activation, the device starts to install the relevant apps. This process can take **a few minutes** as the installation depends on the network connection.

5.10 Activate MTD app

The Mobile Threat Defense (MTD) app is automatically installed on your smartphone/tablet after activation. To enable it to detect security vulnerabilities on your device, activate it once:

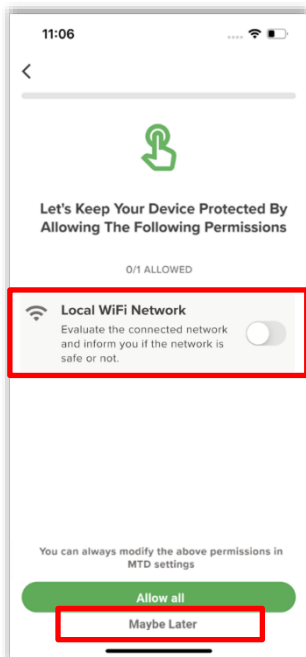


- Start the app by tapping on the app icon.



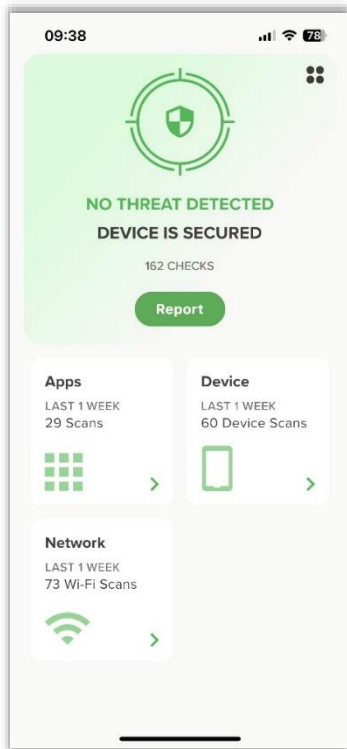
You will now see the "Privacy" settings. This screen is for your information only, you do not have to do anything here.

- **Collection not allowed:** Here you can see which data the MTD app is not allowed to collect.
- **Collecting allowed:** Here you can see what data the MTD app is allowed to collect.
- Tap on "*Continue*".



In the next step, you will be asked to set up some permissions for the MTD app.

- **Local WLAN network:** Leave the slider on the left (deactivated).
- Then tap on "*Maybe later*".



You will now see the following screen:
Activation is complete. The MTD app now detects threats on your smartphone/tablet.

- Detailed step-by-step instructions: > [Setting up MTD](#)
- More information about MTD on the DB Planet page of > [Endpoint security](#).

5.11 Take off: "Log in on 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 your smartphone/tablet. You will find the SIM card and PIN in the Vodafone letter that you receive in advance.
You have to enter the SIM PIN every time you switch on and it always remains the same. If you have forgotten it, look > [here](#).
- **Password for the screen lock**
The screen lock is a personal number combination. It protects your smartphone/tablet from unauthorized 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 need your DB User login name and DB User password to log in to many DB apps/websites.
 - The DB user login name consists of first and last name.
 - You set the DB user password yourself during activation.
If you no longer know 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 9.4).

To set up your new DB smartphone/tablet, 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 in the hub app
- Open the MTD app and set it up.

To do this, follow the quick guide for the quick guide for initial setup mobile DB device. You received this together with your new smartphone/tablet. Or open it at > db.de/mobile-setup.

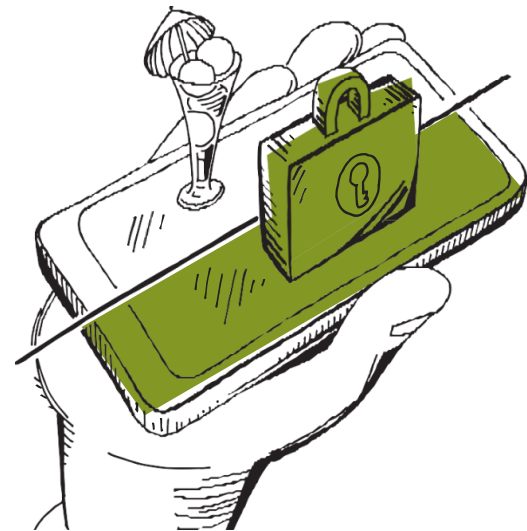
6 Business and private content

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

- Samsung/Nokia/Gigaset
- iPhone/iPad

The biggest difference is how private and business content is separated on the smartphone/tablet:

- With **Samsung/Nokia/Gigaset**, business content and apps are saved in an extra "Work/Business" area. You can recognize 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 business and private content. You should therefore observe a few rules (page 27).



In this guide, we have compiled a few tips on using apps to ensure that business and private data are not mixed. Always stick to the rule:

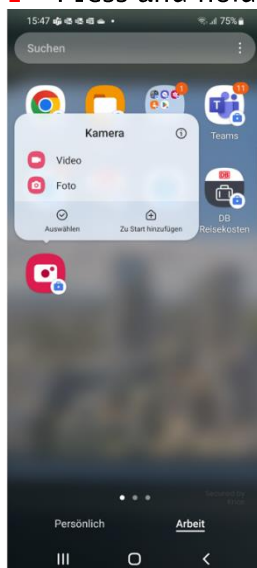
Only use business apps for business work!

6.1 Manage elements on home screens

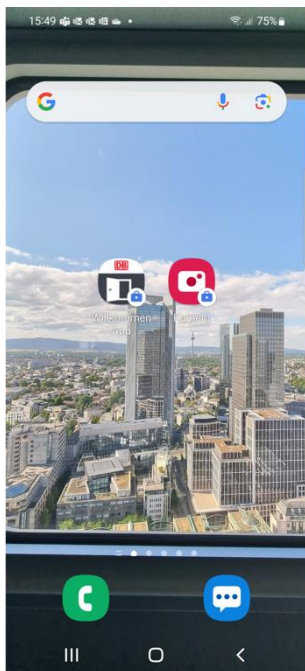
Only with Samsung/Nokia/Gigaset

DB Apps that you use every day, e.g. the business camera app, can be dragged to the start screen. This is how it works:

- Press and hold the app



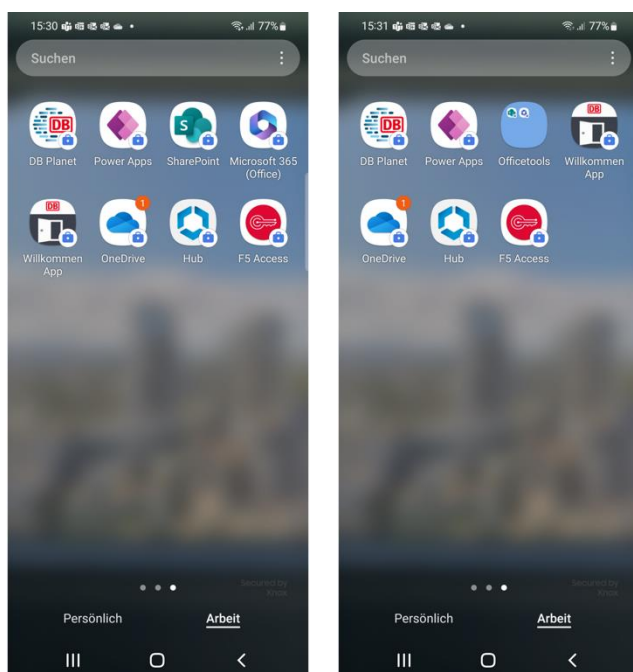
- A small window opens above the app. Tap on "Add to start".
- Drag the app to the left until it appears on the correct home screen for you. (Note: your device usually has several home screens).



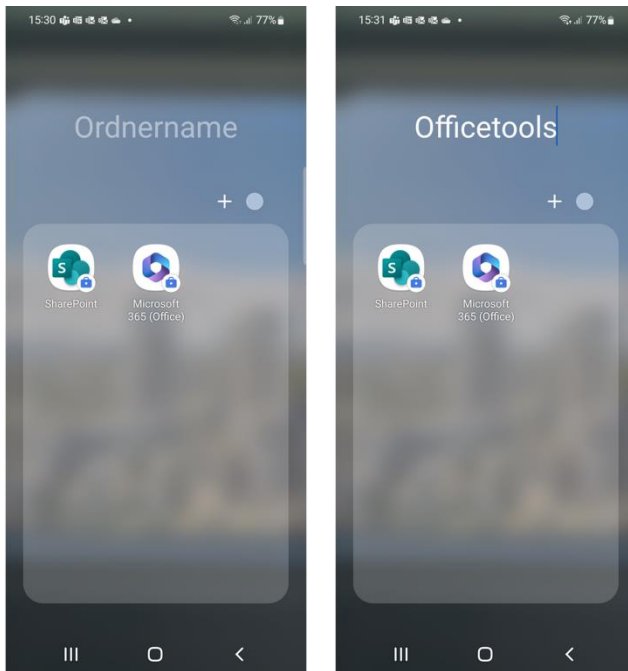
- Let go of the app, the app is now on the desired home screen.

Notes on groupings

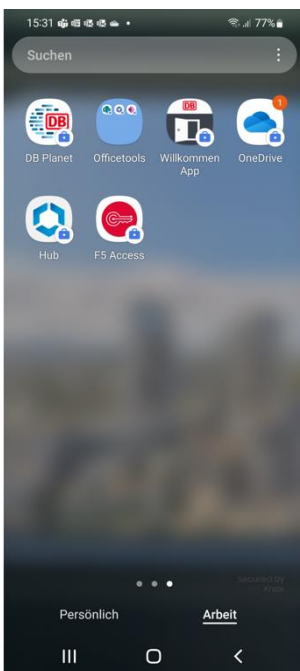
- Press and hold the app.
- Drag the app to another app and then let go.



- A group or folder is formed.



- Enter the name of the folder or group.



- If you want to add more apps, drag them onto the group.

6.2 Distinguishing between business and private

A **business use** is when you

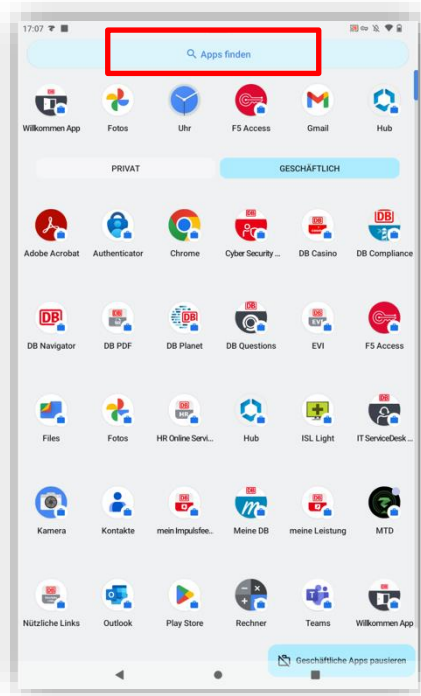
- start your service via an app.
- or open the current roster.

Private use is, for example

- 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



View Samsung

This is how you switch to the "Work/Business" area:

- Swipe your finger upwards on the home screen.
- Tap on "Work" or "Business" at the bottom right.
- You can now see all your work 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 symbol.

iPhone/iPad

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



E-mail: 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 to OneDrive. The camera app should only be used for private use.



Internet: Set Safari as the default browser. When using other browsers, an error may occur when opening links to DB websites.

6.3 Download DB Apps

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



Only apps that you can download from the Hub app comply with 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 required. Use **your private Google/Apple account** or create a new one and observe the terms of use of the device.

6.4 Take off: subdivision private/business + grouping of apps

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

Personal apps



Including Play Store, Gallery

Work-related apps



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

Only use business apps for business work! Some apps are available for both business and private use. Decide very consciously which one you use for your particular purpose.

DB app that you use every day can be [dragged](#) to the [home screen](#). You can also [group](#) apps to gain a better overview of your DB apps.

7 Further settings

In the next step, we will show you how you can customize 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 version 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 version your iPhone/iPad has here:

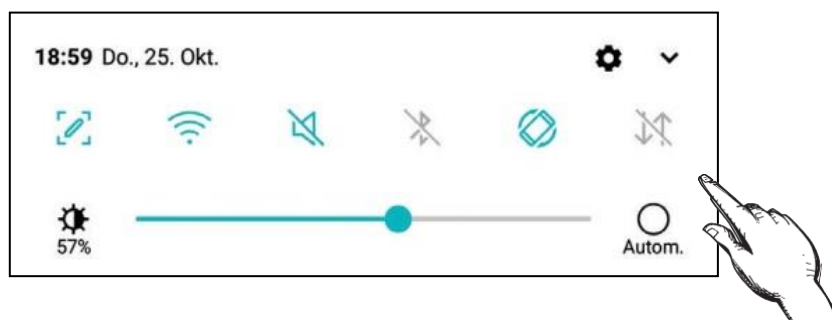
- Open the "Settings".
- Tap on "General".
- Tap on "Info". The currently installed iOS version is now displayed here.

7.2 Quick access/ Control center

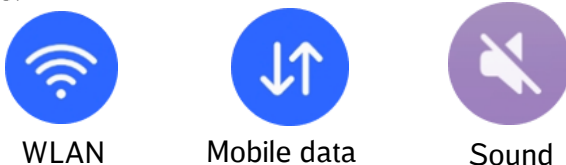
Samsung/Nokia/Gigaset

Change the brightness, switch off Wi-Fi or open the settings on your smartphone/tablet? You can find these functions in the so-called "Quick access":

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



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

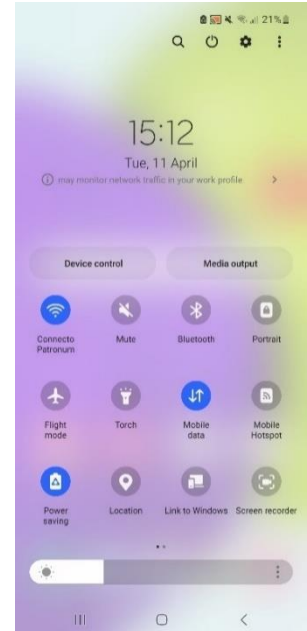


Set the brightness of the screen:

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



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



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

iPhone/iPad

Change the settings via the so-called "Control Center":

- Swipe downwards on the display from the top right corner (note: on some models you have to swipe upwards from the bottom instead).
- The control center opens.
- Now you can adjust the brightness or volume, among other things.
- To close the control center 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:

Create folder (group)

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

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.

Move 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 to go and let go.

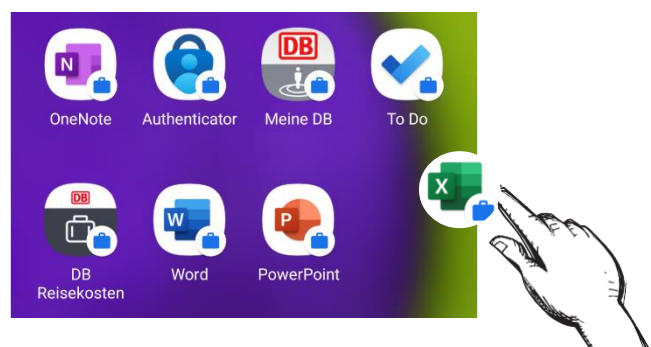
Move apps to the home screen

Samsung/Nokia/Gigaset smartphone:

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

Samsung/Nokia/Gigaset Tablet:

- All apps are displayed in a general overview; it is not possible to drag apps directly from the folder.
- To do this, swipe once across the center of the screen and then to the left.
- Then you will see all the business apps.
- From there you can move them anywhere.



7.4 Connect to the Internet

DB-WLAN: INTERNET AND SERVICES IN GERMANY'S LARGEST MOBILE WI-FI NETWORK



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

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 WLAN networks.
- Also make sure you use the right WLAN when making your selection
- Always observe the general safety regulations of DB.

About mobile data - your data flat rate

If there is no DB WLAN nearby, use the Internet via the 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% 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 add more data volume.
- Please note that this will incur additional costs for DB.

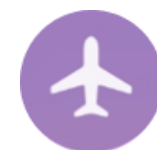
Your Vodafone contract - Elfe (electronic telecommunication invoice)

Once a month, you will receive a statement for the Vodafone contract for your smartphone/tablet. 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.



The offline mode (flight mode)

You have the option of activating offline mode or flight mode in the quick access menu of your smartphone/tablet. Please note, however, that this will deactivate all communication functions. This also means that no updates will be carried out and you will not receive any DB messages. Therefore, think carefully about when to set flight mode.



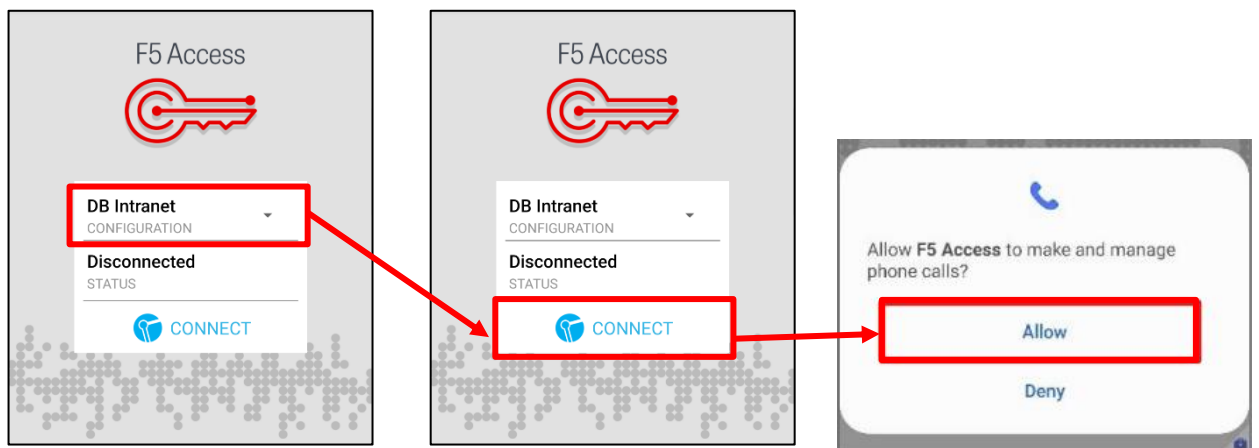
7.5 F5 Access - Establish VPN connection

VPN is the abbreviation for **Virtual Private Network** and describes an Internet connection that cannot be viewed by unauthorized persons. At DB, we use "**F5 Access**" to establish a VPN connection. This gives you secure access to Deutsche Bahn's corporate network. In addition, some apps can only be used with an active VPN connection, e.g. the DB HR Online or ASES and E-Time.

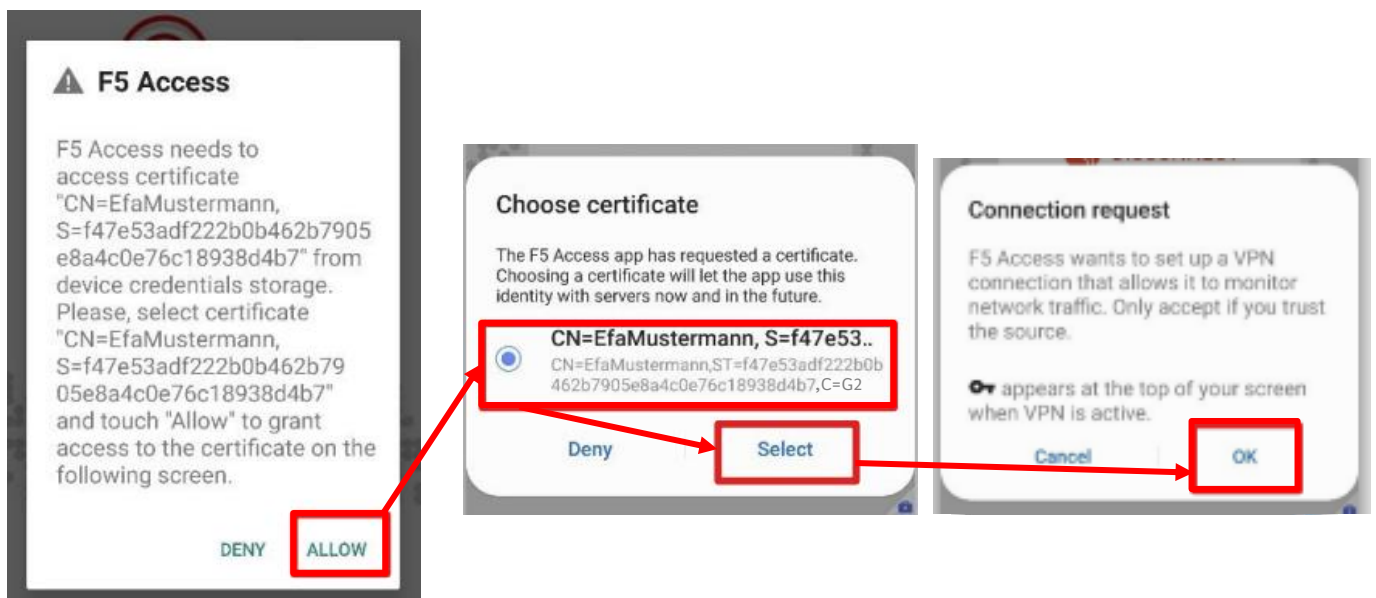


Set up the VPN connection:

- Open the "F5 Access" app in the "Work/Business" section of .
- If applicable, agree to the terms and conditions and authorize the sending of messages.



- Under Configuration, tap on "DB Intranet" and then on "Connect". A VPN connection to the DB network is established.
- Allow calls to be made and managed in the next dialog - Select "Allow".



- Then allow the F5 Access certificate by tapping on "Allow".
- Tap on the certificate that ends with C=G2.
- Then tap on "Select".
- Then confirm the connection request with "OK".
- The VPN connection is now set up. Tap on "Disconnect" as soon as the connection is no longer required and close the app.

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

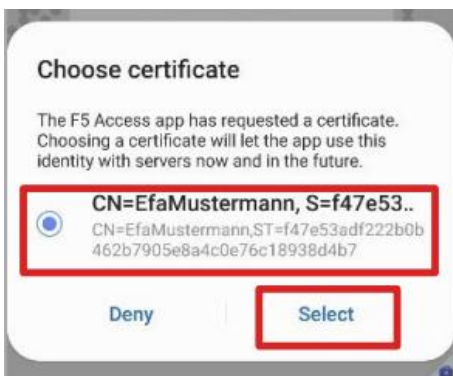
7.6 Take Off: Certificates & VPN connection

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

To access certain DB apps and websites on your work smartphone/tablet, you must identify yourself. This works via a so-called certificate. The certificate then lets the app or website know that you are authorized.

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 have to select the certificate once and you will then be logged in.



Your certificate always contains your first and last name.

What is the F5 Access app?

The F5 Access app establishes a secure VPN connection between your smartphone/tablet and the DB intranet. This is because certain mobile apps and websites require this access in order to establish 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 can find them in the "Work"/"Business" section.

7.7 Improve battery life

- Updates can only be installed on your smartphone/tablet if the battery is charged to more than 20%.
- 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:

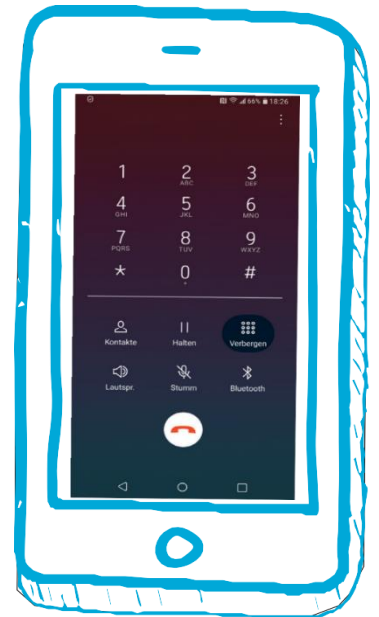
- Switch off services that are not constantly used, e.g. Bluetooth, VPN (F5) and the GPS function.
- Do not charge the device overnight
- Do not expose it to extreme temperatures - too cold or too warm

7.8 Setting up an answering machine

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

- Tap on the Phone app.
- Tap on Contacts.
- Call your mailbox. To do this, tap on "Mailbox" in the contact list under M.
- A voice menu tells 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.



Loudspeaker: With every call, an interface appears in which you can set your calls to loud, so that you don't always have to hold the device to your ear, but can hold it comfortably in front of you.



7.9 Deactivate advertising ID

This note only applies to Android smartphones/tablets.

Google creates a so-called advertising ID for every Android smartphone/tablet by default. The advertising ID is used by Google to create a profile based on your behavior on the Internet and your preferences. This allows personalized advertising to be displayed on your smartphone/tablet.

Group Privacy recommends deactivating 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 and it is no longer possible to create a profile. More information about the advertising ID can be found on DB Planet here: > [#MobileWorkplace](#)

8 The most important apps for the start

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 **PlayStore** 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 contains instructions for setting up and restoring, regulations 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:

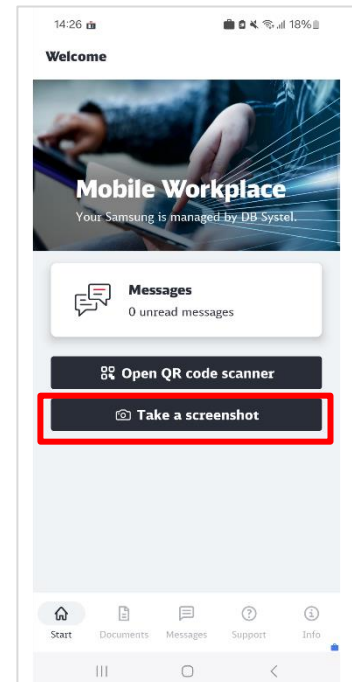
Take screenshots

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 button combination by pressing the "Volume Down" button and the "On/Off" button together for a few seconds. However, this picture will then end up in your private picture gallery on your smartphone/tablet.

To take screenshots in the workspace that are saved in your work image gallery, use the Welcome App!



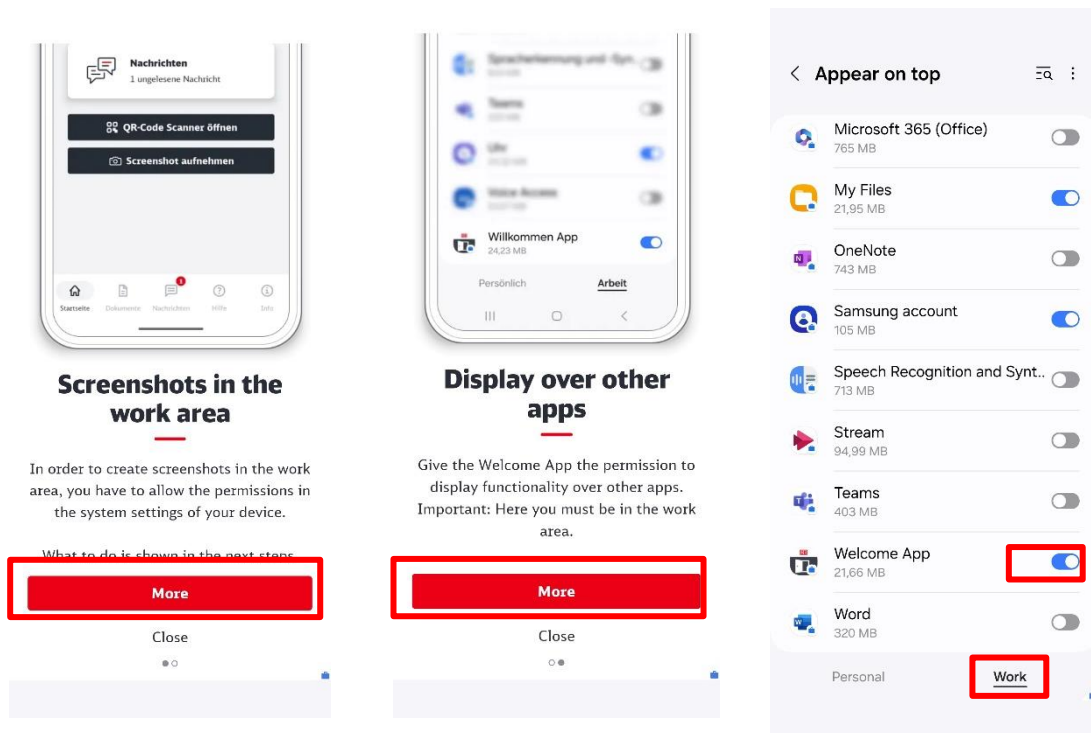
Activate screenshot function

When using the screenshot function for the first time, the app requires some authorizations.

We explain how to set these in the following or in the video instructions

(-> [Enable screenshots](#)):

- Open the Welcome App.
- Tap on "Take screenshot" on the start page.



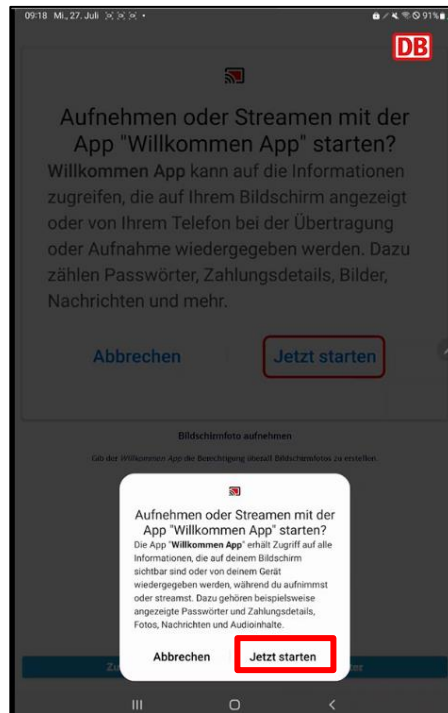
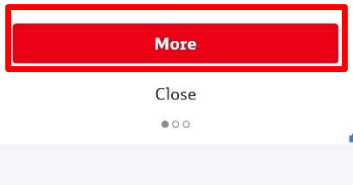
- Tap on "Next" for the first query.
- In the next step, give permission for the Welcome App to access photos, media and files. This is the only way the screenshots can be saved. To do this, tap "Next" at the bottom right.
- A list of your apps will open. Go to the Work/Business section and scroll to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

- Then tap on the system arrow at the bottom right to return to the Welcome App.



Take a screenshot

Tap on the red camera button - called bubble - to take a screenshot. The screenshot will be saved in the picture gallery of the work area, allow recording in the next dialogue.



- 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 is then created immediately.
- The query appears every time you tap on the bubble.



The function can also be opened via the system notification:

- Swipe your fingers across the screen from top to bottom.
- You see your system notifications.
- Open the Welcome App notification and tap on "Bubble on".
- The screenshot is saved in the company's image gallery.

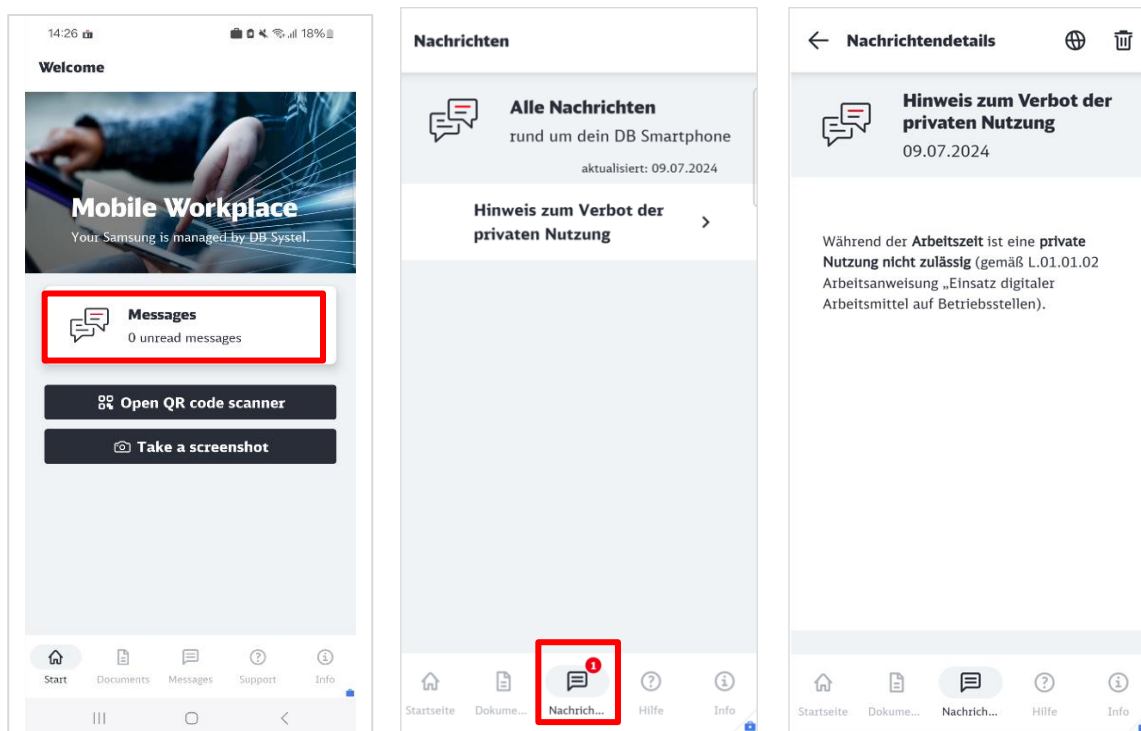
Push notifications

You will receive **push notifications** for new software updates or anything else that affects your device via the Welcome App. 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](#).

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 recognize it by the small red number next to "unread messages".
- To read messages, either tap on the "Messages" area at the top center or on the "Messages" tab at the bottom:



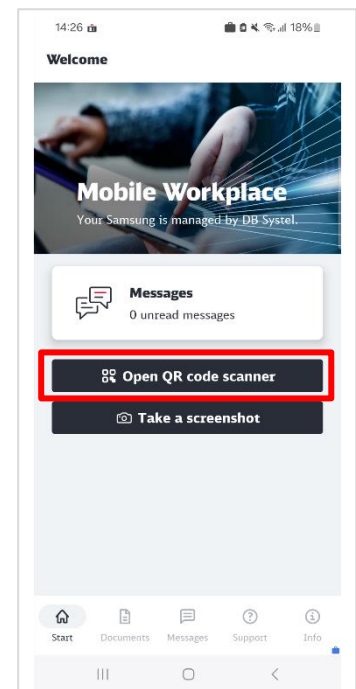
You can find more information here: [Welcome App: Receive messages](#)

Scan QR codes

QR codes are black and white squares. They are an 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. To do this, position the QR code in the rectangle.
- After the code has been scanned, you will be redirected to the website.



8.3 Microsoft Authenticator App

The Microsoft Authenticator app enables **two-factor authentication**. You can use the app to prove your identity by confirming it in the app.

After setting up the smartphone/tablet for the first time, the app is already installed and your account is set up within the app.



If your account is not stored in the app, you can set this up yourself in the **activation portal**:

> <https://db.de/authenticator>.

Note: If you already have a DB smartphone/tablet and now want to set up the Microsoft Authenticator app on your new device, proceed as follows:

- Do not take the old device out of service yet! You still need it to set up the Authenticator app on the new device.
- Open the page > <https://aka.ms/Setupmfa> on your old device or a laptop.
- Log in with your DB e-mail address and select your certificate.
- A number will be displayed.
- Open your Authenticator app on your old device and confirm the login by entering the number.
- As soon as you have logged in, select the "Authenticator app" option via the "Add login method" button.
- Now continue with your new smartphone/tablet and follow the instructions.
- You can then use the Authenticator on your new smartphone/tablet and reset your old smartphone/tablet.

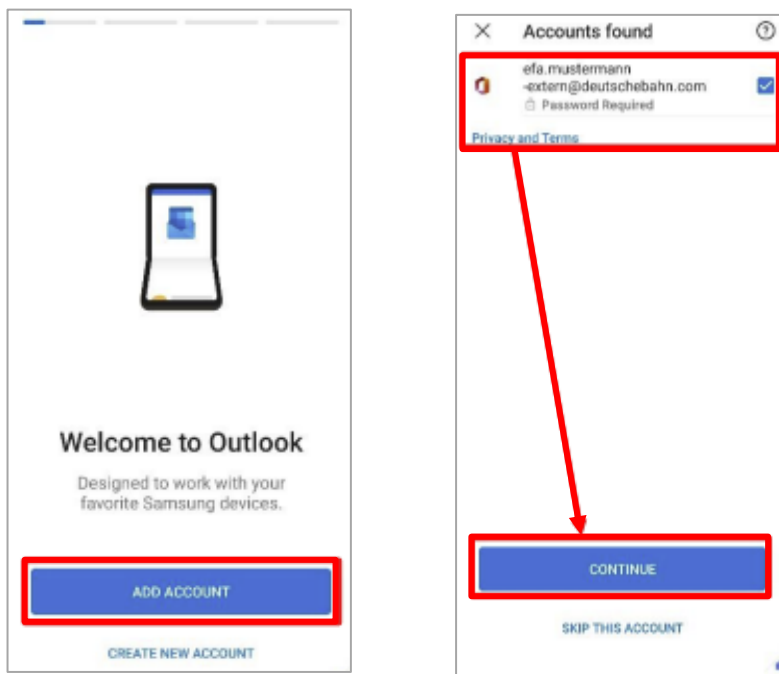
8.4 Send and receive e-mails with the Outlook app

You can send and receive your business emails with Outlook. Before you can get started, you need to make a few settings.

- Do you have questions about writing and sending emails? On > [ITfit](#) you will find useful tips and instructions on how to use Outlook.

Set up Outlook/ Create e-mail account

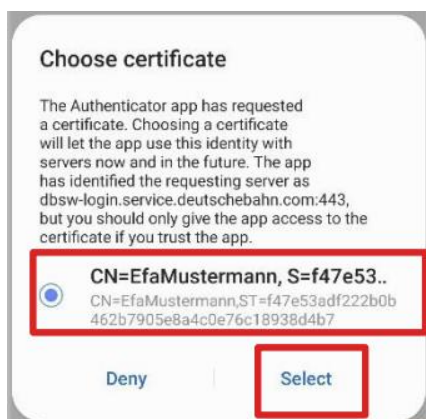
- Go to your "Work/Business" area and tap on the Outlook app.
- Your e-mail account should already be automatically stored - then tap on "1 account found".
- If your e-mail account is not registered, tap on "Create new account".
- In the next step, select your e-mail address by tapping on it so that a tick appears behind it and then click on "Next".



Samsung/Nokia/Gigaset:

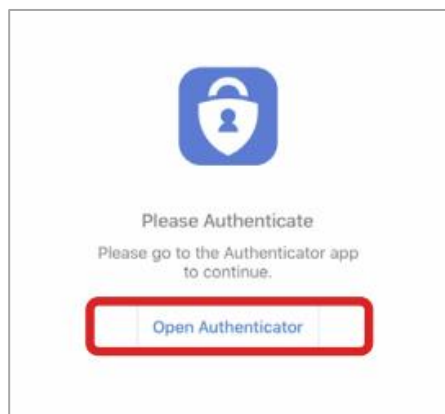
- Select the correct certificate* in the query. This begins with CN and your first and last name and contains "Office 365", i.e. CN=FirstNameLastName- Office356, ...

- Tap on the certificate and then on "Select".



- Your e-mail account will now be set up.
- You can confirm the next two windows with "Maybe later" and "Skip".

iPhone/iPad:



- Tap on "Open Authenticator" for authentication.
- Next, select the "Office365" certificate.
- Confirm the two queries with "Enable" (so that e-mail synchronization 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 reach your inbox.

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

Set up e-mail signature

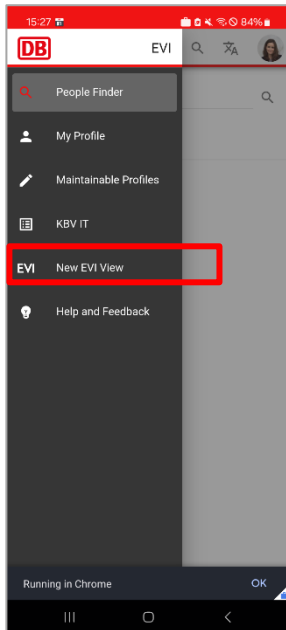
An email signature is a mandatory component of business email communication. It appears at the end of an email and must contain certain information by law, such as the company name and the official registered office of your DB company.

You can find the text for your e-mail signature in DB's central telephone directory, the so-called **"EVI"**.

How to get your e-mail signature from EVI:

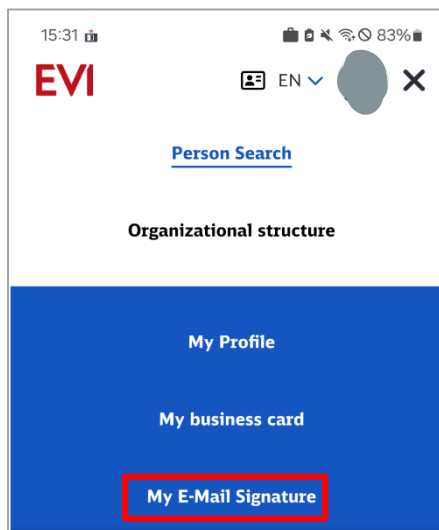
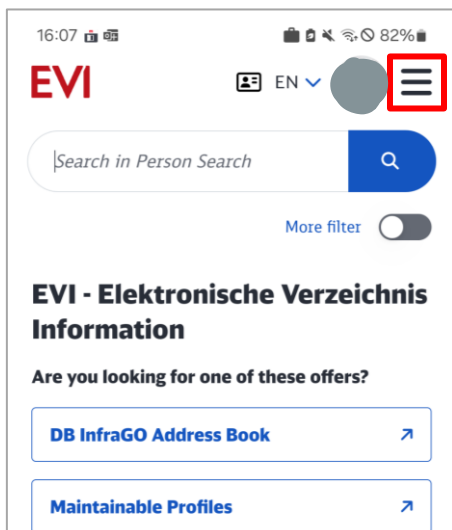


- Open the EVI app in your "Work"/"Business" area
- You will now see the mobile EVI view.
- Tap on the menu at the top left and then on *"The new EVI"*.

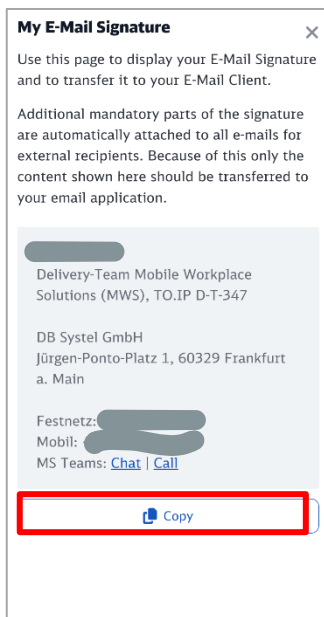


The new EVI view opens.

- Tap on the three lines next to your profile picture at the top right.
- Then tap on "My e-mail signature"

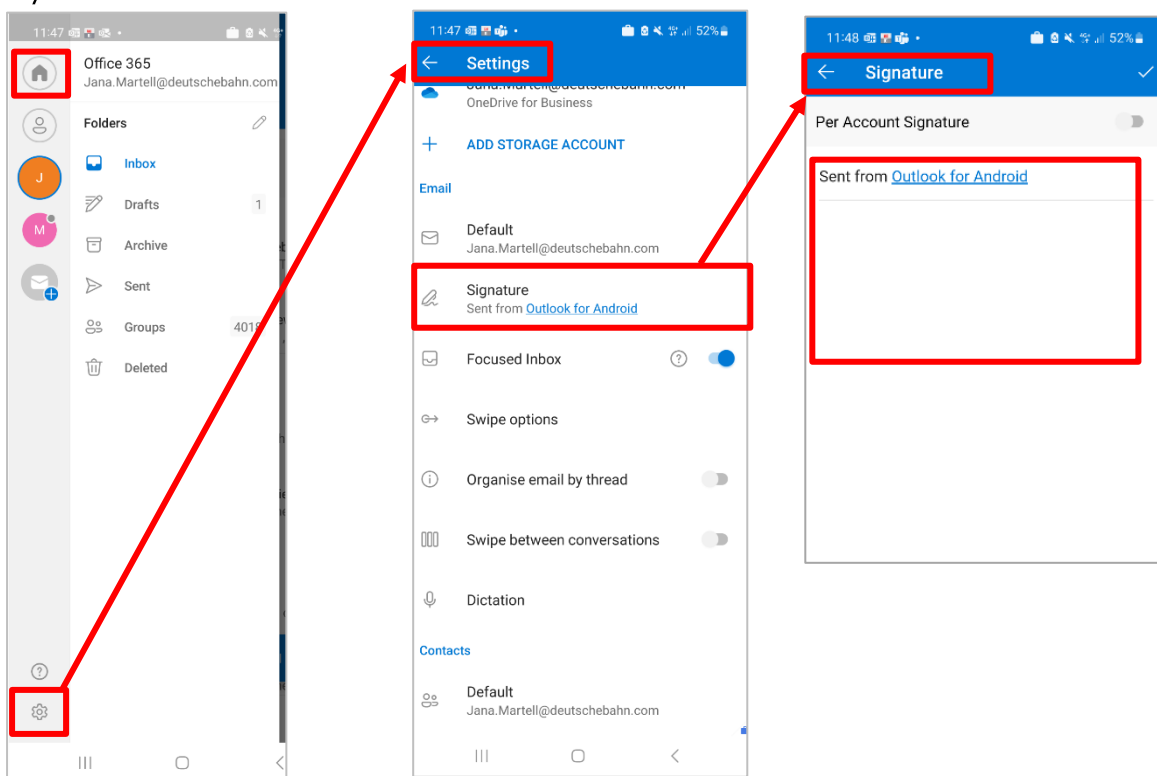


- The "My e-mail signature" page opens.
- Your personal signature is in the gray field. Copy it by tapping on the "Copy" field at the bottom.
- Then close My EVI.



Insert the signature in Outlook:

- Open the Outlook app in the "Work"/"Business" area
- There is a small circle with an icon or your profile picture at the top left. Tap this.
- An overview of your e-mail folders will open on the left-hand side.
- Tap the cogwheel at the bottom left ⚙️.
- The settings will open. Tap on "Signature" under "Email".
- A field for the signature opens. If there is already an entry there, delete it with ✕
- Now tap on the empty field until the "Paste" field appears and tap on it.
- Your copied signature from the EVI will be pasted.
- Close the window - your signature will now be automatically added to all emails you write.



Note: If you have set up several email accounts, you can use the "Signature per account" slider to set up a separate signature for each account. Otherwise, the stored signature will be used for all your email accounts.

Encrypt emails

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

When you send an e-mail, however, always pay attention to these two rules:

- the e-mail contains only as much personal data as necessary.
- the subject of the e-mail does not contain any confidential information.

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.

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

- Open the Welcome App to do this.
- 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](#)

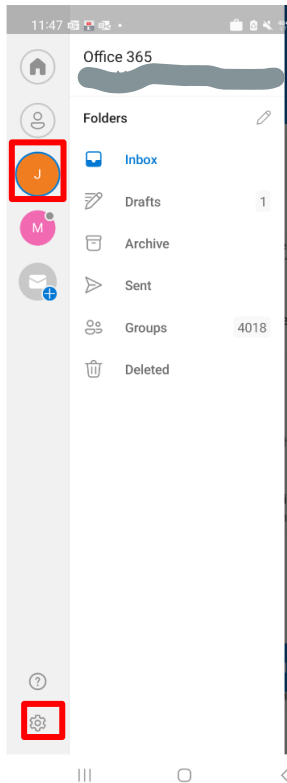
Synchronization - everything always up to date


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

Synchronize contacts

Note: Synchronization 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 synchronization with Outlook. This is how you do it:



- Open the Outlook app in the "Work"/"Business" area.
- There is a small circle with an icon in the top left-hand corner of the app. Tap this.
- An overview of your e-mail folders will open on the left-hand side.
- Select the cogwheel  at the bottom left.
- The settings will open.
- Select your Outlook account under "Email accounts" and then tap on the small slider next to "Synchronize contacts"
- Confirm the subsequent access request with "Allow".
- After you have activated synchronization, exit the Outlook app.

Create new contacts

- Open the Contacts app.
- Tap on the "+" to create a new contact
- Select "Outlook" in the top left-hand corner using the small arrow. The new contact is saved in Outlook.

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 relevant 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 opens automatically.

Please 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

Where can I find DB Apps?



The most important apps are already installed on your smartphone/tablet. If you want to download additional 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 PlayStore (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. In the "Documents" tab and the "Help" tab, you will find instructions and useful information about your device. 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 the backup between business and private documents is strictly separated.

> [Backing up your private documents or photos/videos is described here.](#)

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.

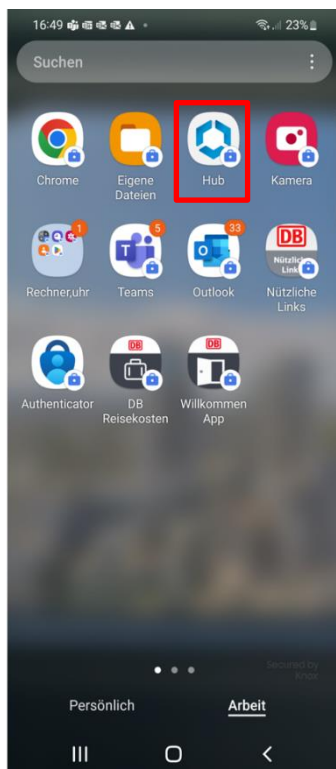


Set up OneDrive

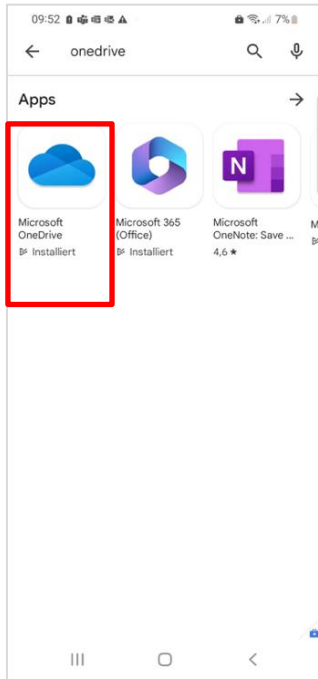
Prerequisite: To set up OneDrive, first install the Outlook app on your smartphone/tablet and set up your work email account.

> [You can find more information about the setup here.](#)

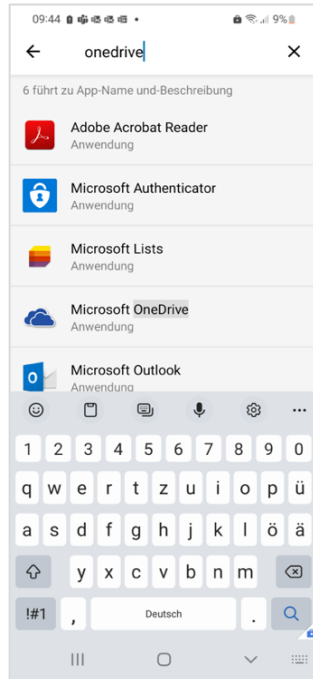
- Download the "OneDrive" app. To do this, open the Hub app or the Google PlayStore:



- Search for the app "Mircosoft OneDrive".

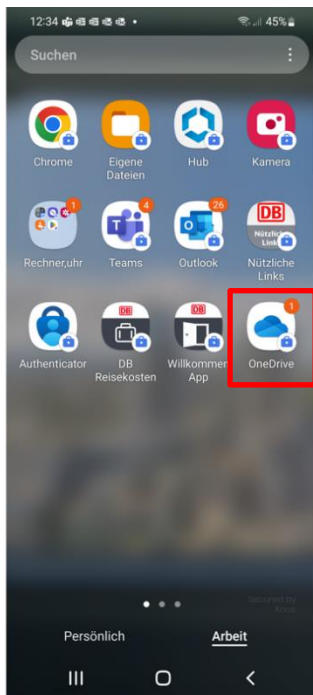


Google PlayStore

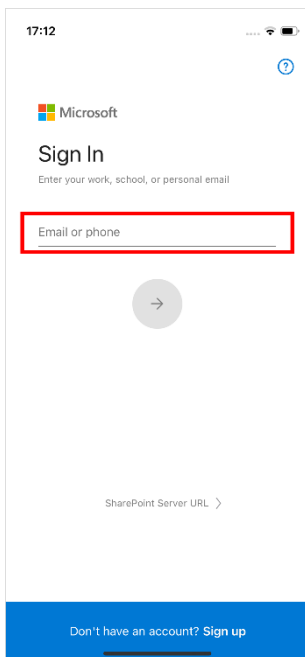


Hub App

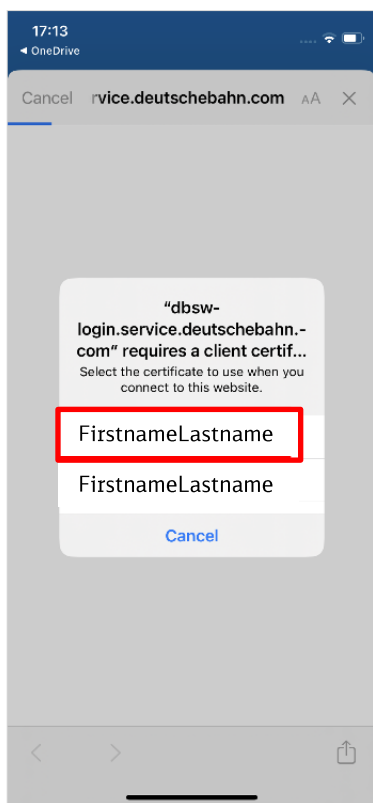
- After installation, the app is displayed as an icon (hint: cloud) with the name OneDrive in the "Work"/"Business" area and on your smartphone/tablet on the start page.



- Open the OneDrive app by tapping on the icon.
- Confirm that the app is allowed to send you notifications.
- Select "Log in".



- Enter your DB e-mail address - you will be automatically logged in.



- Select your DB User certificate
- You can now see all your files in OneDrive.

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

Back up all system settings

If you ever reset your smartphone/tablet to the factory settings, save your system settings too.

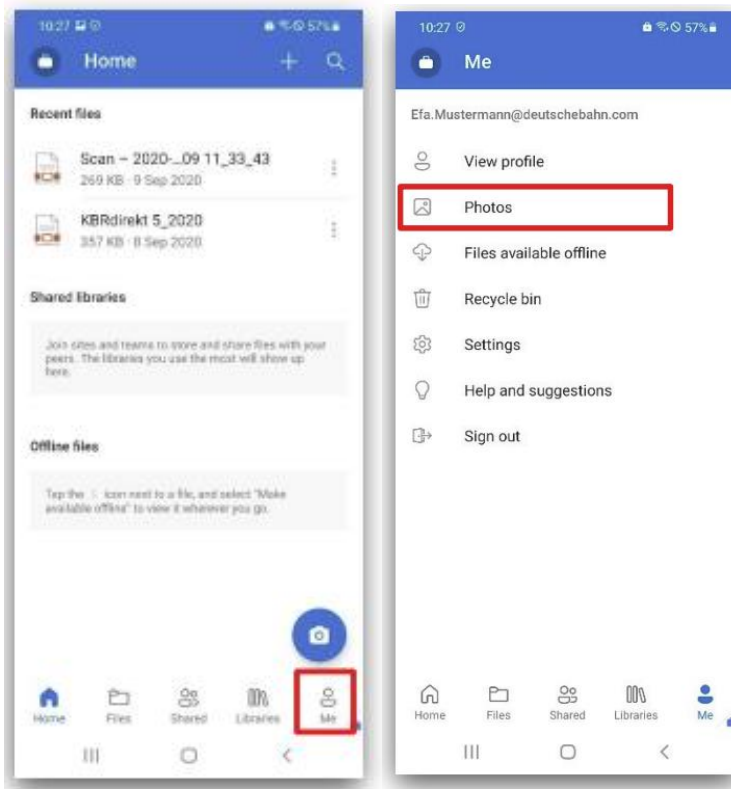
Take screenshots or notes of your individual settings and your specific business DB apps. Also save these in OneDrive so that you can use them as notes when restoring.

9.2 Save photos

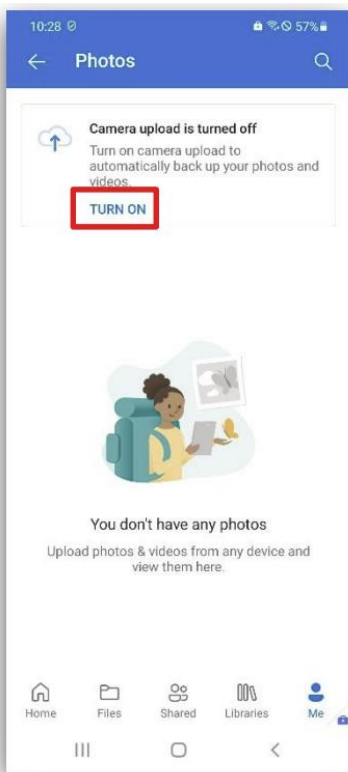
Samsung/Nokia/Gigaset

Set up OneDrive

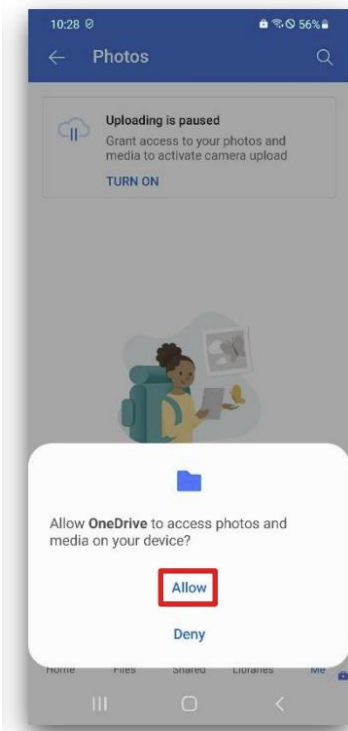
- Tap on the "Me" icon at the bottom right of the bar and then select "Photos".



- The message "Camera backup is turned off" appears at the top.



- Select the "Turn on" button.
- Tap "Allow" in the dialog asking whether pictures and videos should be synchronized with OneDrive.



- Tap the arrow at the top left several times to return to the OneDrive app.
- Once synchronization has been set up, every photo taken via the camera is synchronized with OneDrive.

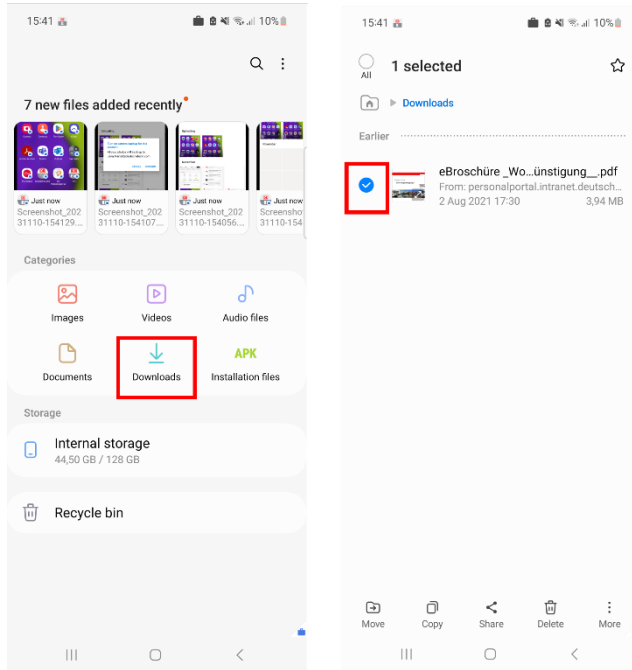
9.3 Save PDF files

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

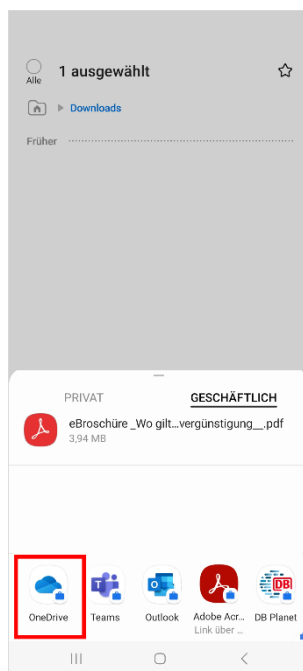
- Open the "My Documents" app.



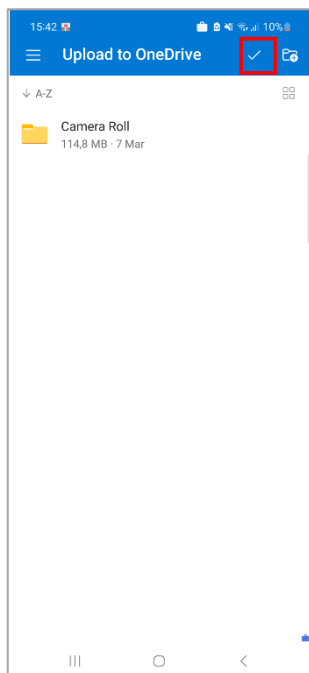
■ Tap on "Downloads".



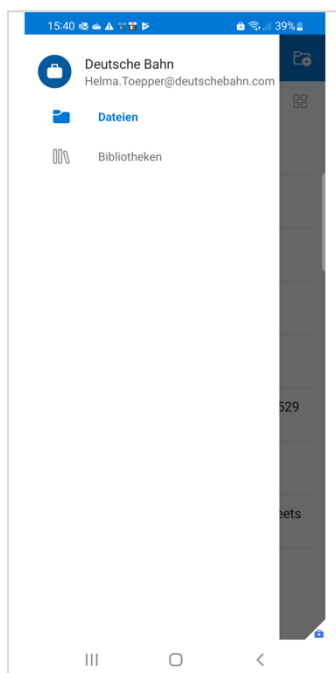
■ Press and hold on the PDF file until a tick appears in front of the name.



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



- Your personal folder is displayed in OneDrive.
- 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 on the white tick in the top right-hand corner.

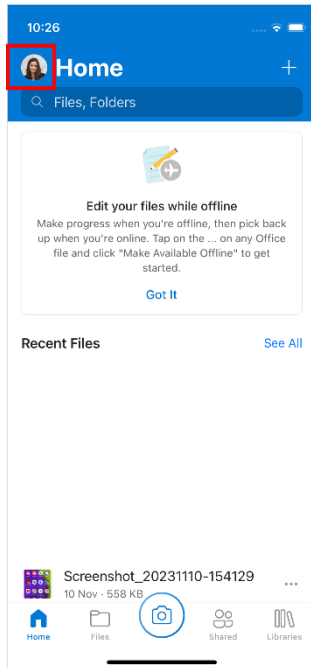


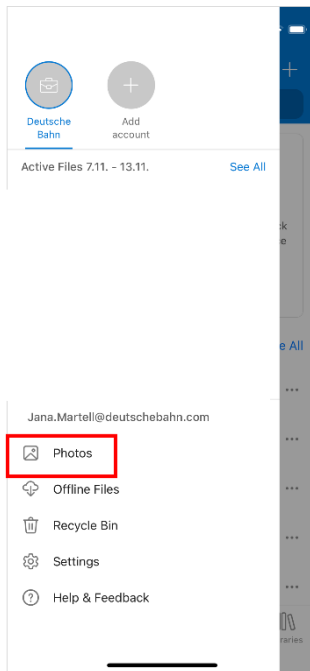
- The file is now uploaded to OneDrive.

iPhone/iPad

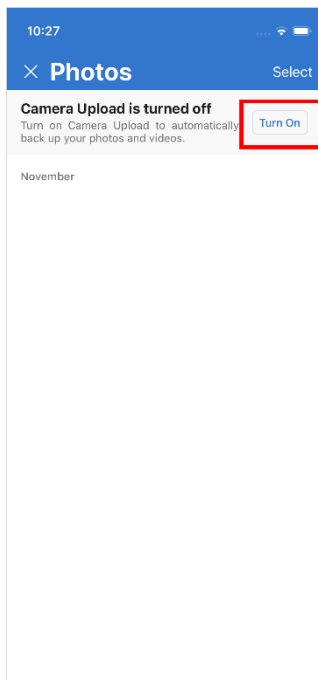
Set up OneDrive

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



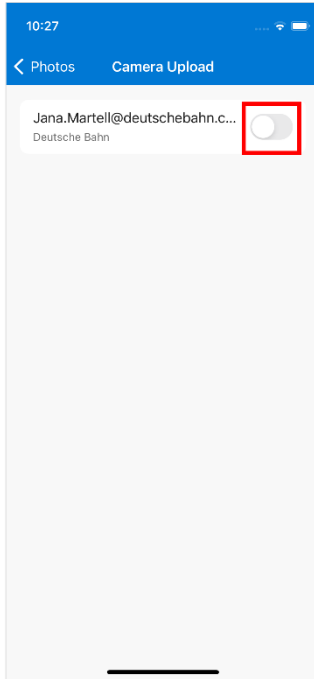


■ Then select "Photos" from the menu.

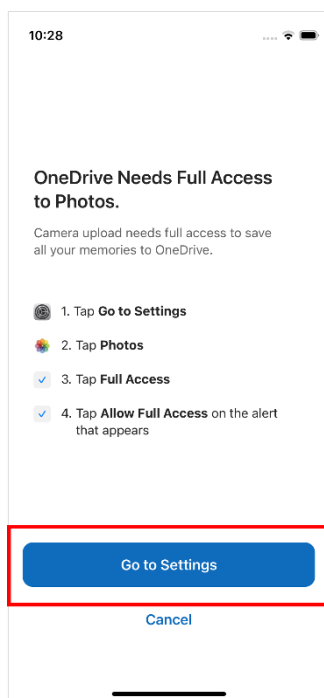


■ The message "Camera upload is deactivated" appears at the top.

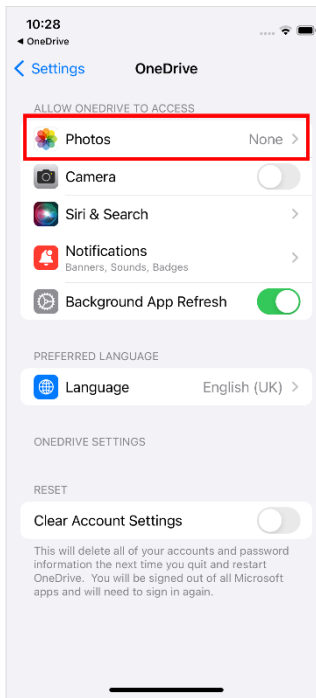
- Tap on the "Activate" button



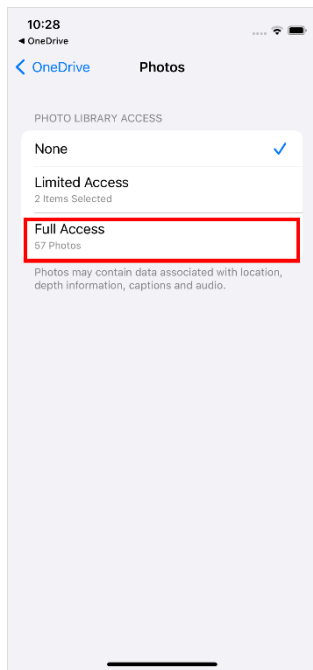
- Move the slider next to your e-mail address to the right.



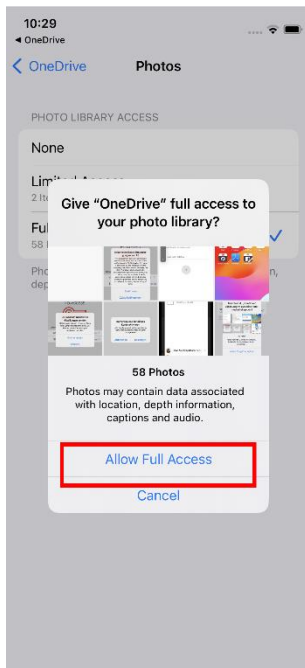
- Tap "Confirm" in the dialog asking whether pictures and videos should be synchronized with OneDrive.
- Activate the camera backup: Tap on the "Open settings" app button.



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



■ Then check the "Full access" box to allow OneDrive to save the photos and videos.

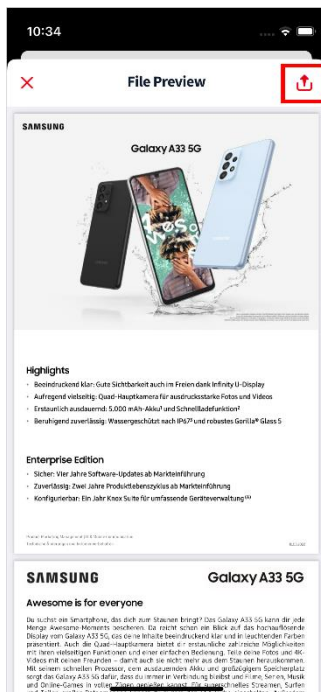


- Tap on "Allow full access".
- Return to the OneDrive app.

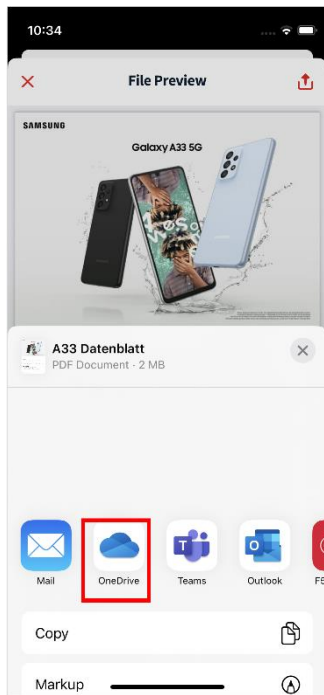
Save PDF files

PDF files can be saved directly to OneDrive, proceed as follows:

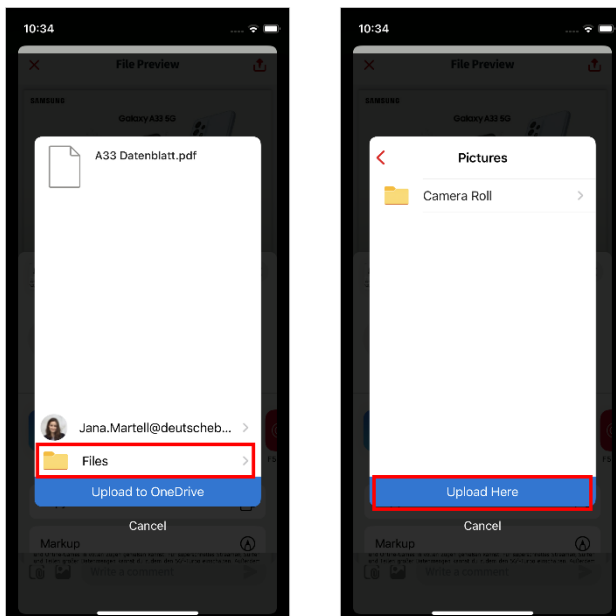
- Open the file.



- Tap the share icon in the top right corner.



- Select "OneDrive" at the bottom of the menu.



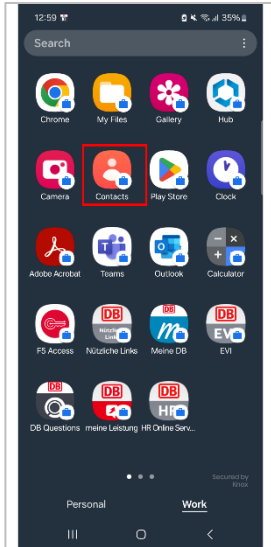
- Select the folder in which you want to save the PDF and then tap on the white tick in the top right-hand corner.
- The file is now uploaded to OneDrive.

Once synchronization has been set up, every photo taken via the camera is synchronized with OneDrive.

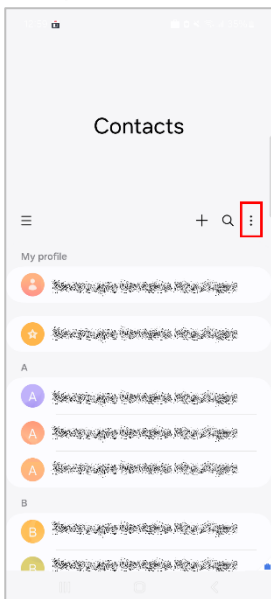
9.4 Save Contacts in OneDrive

Samsung/Nokia/Gigaset

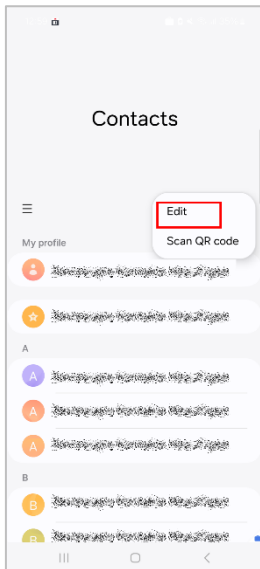
Would you like to change your smartphone/tablet and take the contacts saved on the device with you? Here's how:



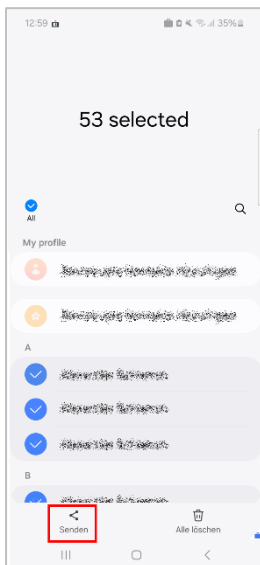
- Open the contacts App in the "Work"/"Business" area.



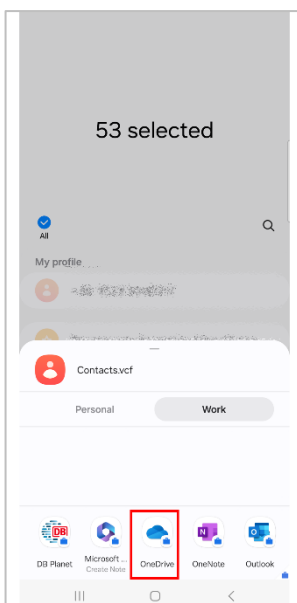
- Tap on the three dots at the top left.



- A small menu opens. Tap on "Edit".



- To select all contacts, tap on "All" at the top right and then on "Share" at the bottom.



- Select OneDrive as the storage location.



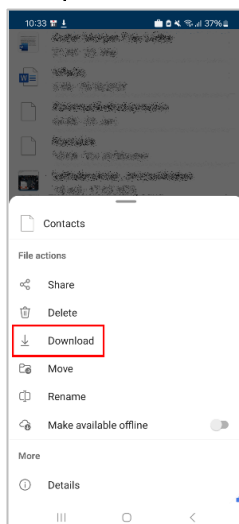
- Select a folder in which the file should be saved. Then tap on the tick at the top left.
- The file is saved in your OneDrive.

To import the contacts on your new device back into the Contacts app, proceed as follows:

- Open OneDrive and tap on the three dots next to the file.



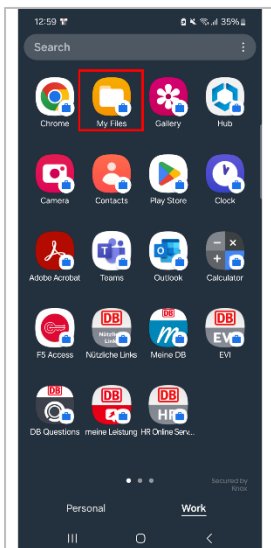
- Tap on "*Download*" in the menu.



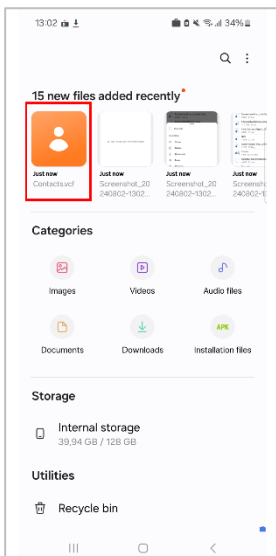
- Select a storage location.



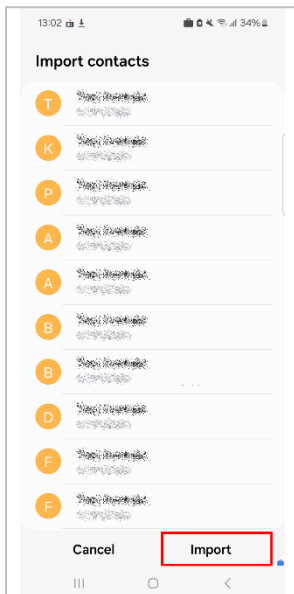
- Then tap on "Save" at the top left. The file is saved on your smartphone/tablet in the "Downloads" folder.



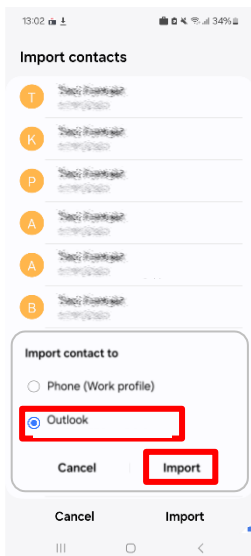
- Open the "My Documents" folder.



- Tap on the "Contacts.vcf" file under "New files added recently".



- Tap on "Import" at the bottom.



- A menu opens. Select "Outlook".
- Then tap on "Import".
- Your contacts are saved in Outlook.

Tip: Always manage your contacts directly in Outlook so that you can access them from all your devices and don't need to back them up separately.

9.5 Secure 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 Playstore. You can find instructions on how to set up the app here:

> mobileworkplace.deutschebahn.com/Keepass2Android

9.6 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, the private data will also be deleted.

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

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

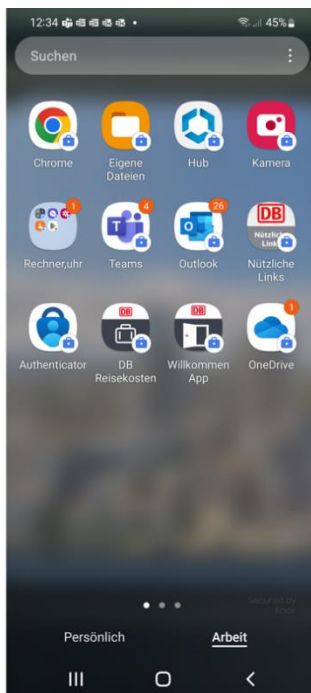
Your own files are located in the "Own files" app.
To back up business documents, you can use the "One Drive" app, which you can open via the Hub app.

OneDrive will ask you for your work email, enter it and your account is activated!

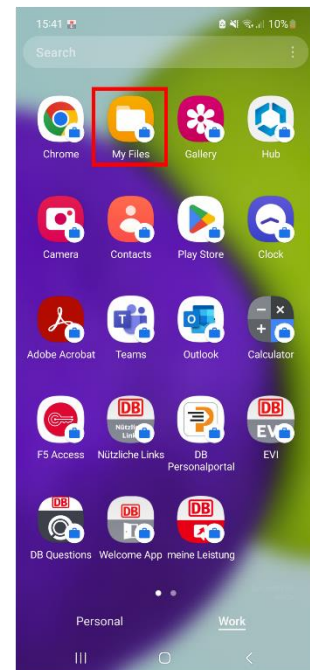
The prerequisite is that you have installed the Outlook app and set up your user account (email linked to certificate).
If you are not yet receiving work emails or have not yet created an email account for Outlook, then do so here.

Save PDF documents or Word files:

- Go to Documents or Downloads.
- Tap and hold on a file until a selection tick appears.
- Select the file(s) you want to upload.
- Go to "Send".



- Select OneDrive.
- You will be taken to a view of all your folders.
- Select the desired folder and tap on the checkmark to upload the file.
- The folder is not listed? Tap on the menu, top left.



- Select additional folders under "Libraries" and tap on the checkmark to upload the file.

Back up photos and videos:

- Open One Drive.
- Tap on "Photo".
- Activate the camera backup/camera update.
- For iPhone/iPad: Activate your work email.
- Tap "Confirm" in the dialog asking whether pictures and videos should be synchronized with OneDrive.

Back up your private data

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

[> You can find detailed instructions with suggestions for private data backups here](#)

10 Data protection and terms of use

When you use a DB Real Estate smartphone/tablet on the move, there is always a security risk that unauthorized persons will gain access to the smartphone/tablet. Even brief access offers many opportunities to tap into sensitive data.

Therefore, stick to the following basic rules:

1. Don't just leave your smartphone/tablet lying around, always make sure it is within your reach.
2. Do not give your smartphone/tablet to other people, not even to "have a quick look", unless it is a group device.
3. Always secure your smartphone/tablet with a PIN or a secure password and even better with additional biometric security such as your fingerprint or face.
4. Only ever use passwords and PINs once!
5. Passwords and PINs should not be guessable, so do not use telephone numbers, birthdays, car license plates or names.
6. A PIN must be at least 6 digits long, contain at least 4 different characters and must not be an ascending or descending sequence of digits.
7. Passwords must always have at least 12 characters and contain at least 3 out of 4 of the following: Upper case, lower case, number, special characters.
8. Never save passwords, PINs and user names for the smartphone/tablet or DB user on the device. Not even disguised as a phone number - everyone knows this trick.
9. Back up your business and private data promptly and regularly. You can do this by saving them in your OneDrive or sending them to the recipient for whom they are intended by email as quickly as possible. Only then are they backed up. This way, DB-IT can access them if your end user device breaks down or goes missing.

Terms of use "mobile data communication"

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

1. The mobile end user devices are personal tools. Passing on the device or the access data/passwords/PINs to third parties (e.g. family members or superiors) is not permitted.
2. The mobile end user device remains the property of DB Systel for the entire period of use. At the end of the period of use, the end user device must be returned. It must always be kept free of third-party rights; in particular, it may not be lent or sold to third parties.
3. The consumption, use and distribution of offensive, defamatory, pornographic, sexist, racist, anti-constitutional, immoral or criminal content and applications are prohibited.
4. The end user device must be handled with care. The end user device may only be charged using chargers/cables provided by the manufacturer (included in the scope of delivery). Charging during working hours is permitted.
5. Loss, theft or damage that impairs functionality must be reported to the supervisor immediately*.
6. The data usage of the mobile end user device should, if available and usable at the employer's premises, primarily take place via WLAN/WiFi networks.
7. The security settings of the device (guidelines, virus scanner, end device configuration, etc.) must not be changed or deactivated.

¹ See also Annex 1 to the KBV IT General and Special Terms of Use, A (1).

² See also DB Asset Protection Directive, 136.01.03

10.1 Take off: Safety 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 it is](#).

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 Help

Have you forgotten the password for your screen lock or can't remember your DB user password? Outlook keeps crashing? Are you getting error messages that you don't understand? Don't worry, you'll 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.

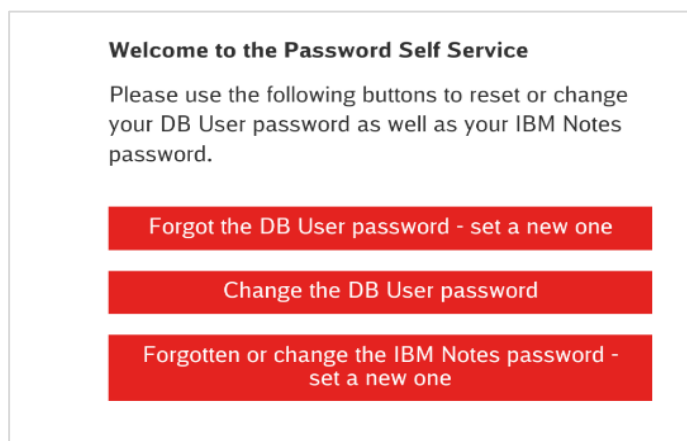
You will find the most important instructions, links and telephone numbers in the "Documents" tab and the "Help" tab. For example, the instructions for the initial setup and recovery. If your device is not working at the moment, use a colleague's device.

Alternatively, you can also find all the important instructions here: > db.de/ae.

Forgot your DB user login data?

If you no longer know your DB user login details or you want to change them, you can do so here:

- Select the "Help" tab in the Welcome App.
- The help area opens. Tap on the "Reset DB user password" box in the middle of the screen
- The self-service will open. Choose between the three options and follow the instructions:



Please note: To receive a new password, you need a cell phone number that is stored in the DB phone book (EVI) or in DB User Selfservice.

11.2 Help via the IT ServiceDesk app



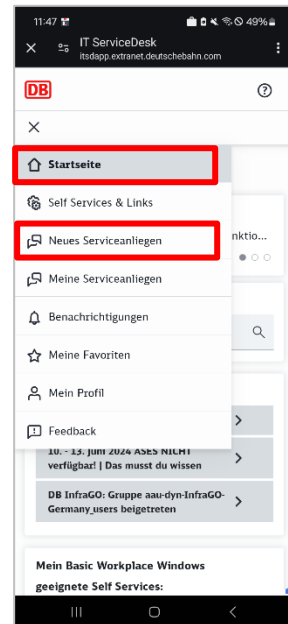
The IT ServiceDesk app is the central technical point of contact for questions. From error analysis to technical support for hardware and software problems on your device - Here you can ask your questions and get access to helpful instructions and important links.

How to get to the IT ServiceDesk app:

- Open the "IT ServiceDesk App" in the "Work/Business" area.
- Or call them via the link: > db.de/itservicedesk
- In the top left-hand corner of the app you will find the menu
- Click on "New service request" and then select the method you would like to use to communicate your request.

You can also use the IT ServiceDesk app under "Self Services & Links":

- Update your DB user password
- Update your DB User cell phone number



11.3 Lost your smartphone/tablet?

Call the **IT ServiceDesk** immediately:

- Report the loss or theft.
- Make sure that your business data is deleted, i.e. a so-called "remote wipe" is carried out. You can find the instructions here: > www.db.de/ae.

Inform your **cell phone manager** immediately.

- Report the loss or theft.
- Ask him to block your SIM card! Then no one will be able to make calls at the company's expense.
- Discuss with him the next steps on how to get a new smartphone/tablet.

Report the loss in the > [digital shop](#):

- Report a loss or theft via the digital store.
- Open the > [Digital store](#).
- Tap on "Mobile devices" under "Inventory data" in the main menu.
- Select your smartphone/tablet from the list.
- Tap on "Execute inventory action" on the left and then on "Theft of mobile end user device" or "Loss of mobile end user device" in the selection menu.
- If you have any questions, please contact your cell phone manager!

11.4 Is your smartphone/tablet defective?

Inform your **cell phone manager** immediately.

- Report the total loss.
- Discuss with him the next steps on how to get a new end user device.

Deregister the smartphone/tablet in the > [Digital store](#):

- Open the digital store
- Tap on "Mobile devices" under "Inventory data" in the main menu.
- Select your smartphone/tablet from the list.
- Tap on "Execute stock action" on the left and then on "Mobile device - cancel" in the selection menu
- If you have any questions, please contact your cell phone manager!

11.5 Return your smartphone/tablet?

Important: Back up your data in advance. This is because your smartphone/tablet will be completely deleted after it is returned by the recycler. This means that all data (business and private) will be lost.

You can save your work data in OneDrive. This saves the data in the cloud and you can access it at any time from any of your devices (smartphone/tablet/PC). We show you how to set up OneDrive in section 8.6 (OneDrive) or at mobileworkplace.deutschebahn.com/mobile-daten-sichern.

Log off your smartphone/tablet in the > [Digital store](#):

- Open the digital store
- Tap on "Mobile devices" under "Inventory data" in the main menu.
- Select your smartphone/tablet from the list.
- Tap on "Execute stock action" on the left and then on "Mobile device - cancel" in the selection menu
- If you have any questions, please contact your cell phone manager!

Simply return the smartphone/tablet yourself via the > [recycler portal](#):

- Log in to the portal.
- Order a free return shipment.
- Choose whether you only need the return slip for the return shipment or whether you would also like a box to be sent to you.
- You will receive the label by e-mail and the box by post to your specified address.

Prepare smartphone/tablet for shipping

- Remove the personal accounts on your smartphone/tablet
- For Android: your Google account. You can find instructions here: db.de/ae.
- For iPhone/iPad: the "Find my iPhone/iPad" function. Also deactivate the iCloud lock. You can find instructions here: [Apple Support page](#).
- Remove your SIM card and memory cards.
- Pack your smartphone/tablet well so that it is not damaged during transportation and include any accessories (power supply unit, USB charging cable, etc.) in the return box.
- Stick the return label on the box and take it to the post office.

Congratulations!

You have now successfully set up your smartphone/tablet.

To ensure that you can always use it reliably in the future, always carry out the latest updates!

We hope you enjoy using it!