

Restore your iPhone/iPad (iOS) (Apple Business variant)

DB Systel Digital bewegen. Gemeinsam.

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1 First steps for iPhone/iPad

If there are problems with your business smartphone/tablet or if you want to reset it, a *factory reset* is helpful.

Note: If you have problems with your **PC**, you can find help on the <u>IT ServiceDesk app</u>.

1.1 Backup Data

Back up your business and private data and settings before resetting your device to factory settings.

> You can find instructions for backing up data here: <u>mobileworkplace.deutschebahn.com/mo-</u> <u>bile-daten-sichern</u>

Apple DEP: Note the > information on the back-up options.

1.2 Reset to factory settings (factory reset)

After you have backed up your data, perform the *factory reset*. There are different variants, choose the one that suits you best:

- a) You have **access to the service portal** (ask the person responsible for your mobile phone if necessary):
 - Open the page > <u>db.de/serviceportal</u>
 - Log in with your DB login details, i.e. "DB login name" (not DB e-mail) and "DB password".
 - Tap on "*Inventory data*".
 - Select "Mobile end user devices with one-time billing".
 - Then tap on your smartphone/tablet.
 - In the "Select action" field, select the "Re-register in EMM" action and tap "OK".
 - Your device will be reset automatically. Wait approx. 30 minutes.
- b) **No access to the service portal:** Contact the **helpdesk** on +49 361 430-8200 and ask them to reset the device to factory settings.
- c) No access to the service portal and no telephone:
 - Tap on the "*Settings*" app on your iPhone/iPad. The settings will open.
 - Tap on "General".
 - Scroll further down and then tap on "Transfer/reset iPhone/iPad".
 - Select "Reset" and then "Reset all settings".
 - Wait a few minutes, your device will reset automatically.

Please note: Sometimes activation takes a little longer or a very long time. Please be patient.

1.3 Start recovery

To be able to use all DB apps on your iPhone/iPad again after resetting to factory settings, follow the instructions on the screen to set up the device. During setup, make sure that your iPhone/iPad is connected to the Internet, otherwise you will not be able to complete the setup.

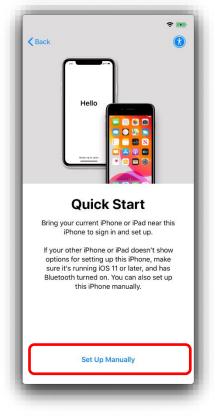
- Make sure that your iPhone/iPad is either connected to the power supply or has a high battery level during the restore process.
- Switch on the iPhone/iPad.

ſ	Hello	Ŷ (0)
_	Swipe up to open	(i)

• After a brief moment, the iOS setup assistant will start. You will be greeted with *Hello*.

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	_	•	
Deutsch	>	Select Your C	Country
Français	>	or Regio	
Nederlands			
Italiano		Germany	5
Español			
Русский	>	MORE COUNTRIES AND REGION	
English		Afghanistan Åland Islands	>
简体中文			
繁體中文		Albania	
		Algeria	>
日本語	>	American Samoa	
Português	>	Andorra	
한국어	>		

- Swipe your finger upwards across the screen.
- Select your desired salutation and language.
- Then tap on "*Germany*" to continue.



I Tap on "*Register this iPhone*" on the "*Continue without other devices*" screen.

1.4 Set up WLAN

Next, establish an internet connection. Select a WLAN and connect to it. If you are in a **DB building:**

- Tap on the WLAN "*dbs4public*".
- A dialogue opens.
- Accept the terms and conditions.
- Tap on "Surf now for free" and then on "Close".

Note: If the connection to the WLAN "dbs4public" fails:

- Tap the "Start" button on the system start screen (see chapter **1.2**).
- Then select the WLAN.

If **no DB WLAN** is available (e.g. because you are at home):

09:41		-
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Choose a Wi-Fi Network		
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Interaction and	8	Ŧ
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Choose Another Network		

Tap on your personal Wi-Fi.



Enter your personal login details and tap on "*Connect*".

09:41	♥ INEP Next
Choos Wi-Fi Net	
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No. of Street	≜ ₹
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Choose Another Network	

The tick shows you that the connection has been made.

2 Register iPhone/iPad in the DB

2.1 Establish connection

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		- 81
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	Retrieving configuration	- 11
	Retrieving configuration	- 81
		- 81
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		- 81
		- 81
		- 81
		- 81

The iPhone/iPad is activated and managed remotely.



Confirm the following queries with "*Next*".

2.2 Log in with the DB user

You will need another smartphone for further activation:

- Insert your SIM card into the other smartphone. Use your old or private device or that of a colleague.
- Then follow the next steps:

Cancel Remote Management	Cancel Remote Management
<u>)B</u>	DB
Welcome to DB Single Sign-On Service Please choose the authentication method: RAS-VPN Token Remember:	Welcome to DB Single Sign-On Service Please choose the authentication method: DB User account and SMS one time passw
Done	
	Selection of authentication methods
RAS-VPN Token Office 365 certificate	

- First select the red arrow next to "RAS VPN Token".
- Then choose in the drop down menu "*DB User account and SMS one time password*" as login method.

C	Cancel Remote Management
(DB
	Logon with BKO account and one time password via mobile number Username (e.g. BKU, DB User / no E-Mail address) Password (e.g. BKU)
	What are my credentials? Wour login name can be found in your password letter or it was displayed to you when activating your DB User. Forgot Password? If you forgot your password, you can reset it <u>here</u> .
	How can I activate my DB User? You can activate your DB User account <u>here</u> .

In the next step, enter your DB user login details.

- **DB user login name:** Enter the *user name* (without spaces, no DB e-mail).
- **DB User Password:** Enter the *password*. If you no longer know your password, you can change it > <u>here</u>.
- Then tap on "*Log in*".

Once you have successfully registered, you will receive a one-time password by text message on the smartphone in which you have inserted your SIM card.

SMS One Time Password We have sent you a One Time Password to your registered mobile number in EVI ending with resigned. Bigs the SMS One Time Password SMS One Time Password Logon	Са	ancel Remote Management
We have sent you a One Time Password to your registered mobile number in EVI ending with ****525. Please type in the SMS One Time Password now. SMS One Time Password	()B
We have sent you a One Time Password to your registered mobile number in EVI ending with ****525. Please type in the SMS One Time Password now. SMS One Time Password		
		We have sent you a One Time Password to your registered mobile number in EVI ending with ****525. Please type in the SMS One Time Password now. SMS One Time Password

- 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 current mobile phone number must be linked to your DB user. You can check whether your correct mobile phone number is stored here and change it if necessary

> https://itsdapp.extranet.deutschebahn.com/selfservice/dbUserPhone/logIn.

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. Then go back and try again.

Cancel	Remote Management	٦
DB	Secure	9
_		
	Process will begin shortly	1
Tap Her	re if you are not prompted automatically.	1
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2.3 Perform configuration

In this step, your iPhone/iPad will receive the Enterprise configuration. This process may take a few minutes.

9:41		? ₩
Configu	ring iPhone	Martin Contraction
Awaiting final cor	nfiguration from "DE	3
Syste	l GmbH"	
		_

2.4 Create passcode

From iOS version 17: Jump to chapter 2.5.

To protect your device, next set up the device passcode for the iPhone/iPad.

9:41	÷ 🛤
Create a F	Next
Enter 6 or mor	
	e characters.
Passcode	options

Think of a string with at least 6 characters.

9:41 Sack	
Create a l	Passcode
Re-enter you	ır passcode.

Enter it twice in succession and tap "Next".

2.5 Set up location services

In the next step, activate the location services:

<text><text><text><text><text></text></text></text></text></text>	•
Location Services allows Maps and other apps and services like Find My to gather and use data indicating your approximate location. About Location Services & Privacy	
Location Services allows Maps and other apps and services like Find My to gather and use data indicating your approximate location. About Location Services & Privacy	
apps and services like Find My to gather and use data indicating your approximate location. About Location Services & Privacy	
	۱I
Enable Location Services	
Disable Location Services	

- Tap on "*Activate location services*" so that the time on the iPhone/iPad is synchronised correctly.
- Once the installation is complete, you can control the location services for each app separately again.

2.6 For iOS 17 and higher: Create Passcode

Up to iOS 16: Skip to chapter 2.7.

To protect your device, next set up the device passcode for the iPhone/iPad.

Laden Laden Laden Laden Laden Laden Laden Laden
Neuer Code War Gib einen Code mit 6 oder mehr Ziffern
ein. Code
Notruf Fortfahren
Hottur - Fortunien
qwertzuiopü
asdfghjklöä
🕹 yxcvbnm 🛛
،7123 Leerzeichen ح

- Think of a string with at least 6 characters.
- Enter it twice in succession and tap "*Next*".

2.7 Finalise setup

Some company apps are then loaded and installed. The duration of the installation depends on the network connection.

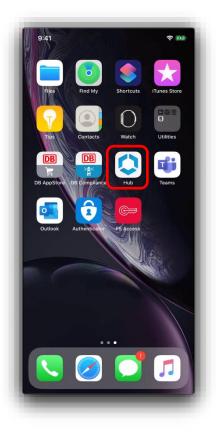


The following company apps should be available on the iPhone/iPad after the update:

- DB Appstore
- Outlook
- Authenticator
- Teams (MS)
- DB Compliance
- Stroke
- F5 Access
- Welcome App

2.8 Activate

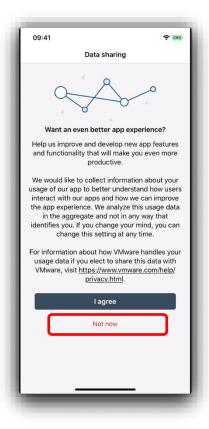
To use all DB apps, first activate the **Hub app.** You only need to do this once. Proceed as follows:



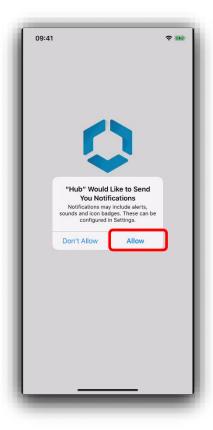
Open the Hub app.



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 release dialogue.



Tap on "*Allow*" so that the Hub app can send you messages.

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Apps		
Q Search App	S	
Categories		
Alle Apps		>
Websites		>
Mobile Apps		>
Empfohlen		>

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

11:17		🗢 😘
Support	t Mobile	A
Helpful Reso	urces	
③ SWDI		
Security		
Om Two Facto	or Authenticatio	n
My Devices		
(Curren	,	> >
Contact		
Email db.systel. om	helpdesk@deu	tschebahn.c
🖞 Send Logs	to Console	
96		0

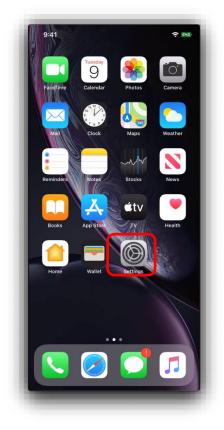
Tap on your iPhone/iPad under "*This device*".

17:07	🕈 🔳
Support Devi	ce Details
向 ——	
C Enrolled	1
Your device i corporate ret	s enrolled. You have access to ources.
DEVICE INFO	
Device Identifiers	
Sync Device	
Last Seen	19. Jul 2023 at 17:0
Last time your device chec	ked in with the device
management service.	
management service.	
management service. DEVICE STATUS	Enrolled
management service. DEVICE STATUS Enrollment	Enrolled Compliant
management service. DEVICE STATUS Enrollment Compliance	Enrolled Campliant Connected Synced
management service. DEVICE STATUS Enrollment Compliance Network	Enrolled Compliant Connected
management service. DEVICE STATUS Enrollment Compliance Network Notifications	Enrolled Compliant Connected

Then tap on "*Sync Device*" to register your iPhone/iPad within the mobile DB world at.

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.

2.9 Installing iOS operating system updates



Open the "*Settings*" app.

9:	41	\$ 🛤
This i	Phone is supervised and managed I more about device supervision	by DB Systel GmbH.
6	Sign in to your iPhone Set up iCloud, the App Store	, and more.
≁	Airplane Mode	
?	Wi-Fi	Isengart >
*	Bluetooth	On >
((†))	Cellular	>
6	Notifications	>
 (i)	Sounds & Haptics	>
C	Do Not Disturb	>
X	Screen Time	>
Ø	General	>
	Control Center	>
AA	Display & Brightness	>
	Accessibility	

Tap on "*General*".

9:41	÷ 🖬
Settings Gene	eral
About	>
Software Update	>
AirDrop	>
AirPlay & Handoff	>
CarPlay	>
iPhone Storage	>
Background App Refresh	>
Date & Time	>
Keyboard	>
Fonts	>
Language & Region	>
Dictionary	>
VPN	Not Connected >
Device Management	Device Manager >

Then tap on "*Software updates*". New software versions are automatically displayed here.

Ceneral Software Update	_	Back	Automatic Updates
Automatic Updates	Off >	Automatic	Updates
iOS 13.5.1 Your software is up to date.		have been de updates are	y install software updates overnight after they ownloaded. You will receive a notification befor installed. You Phone must be charging and Wi-Fi to complete the update.

To ensure that your iPhone/iPad is always up to date, activate the "Automatic updates" function.

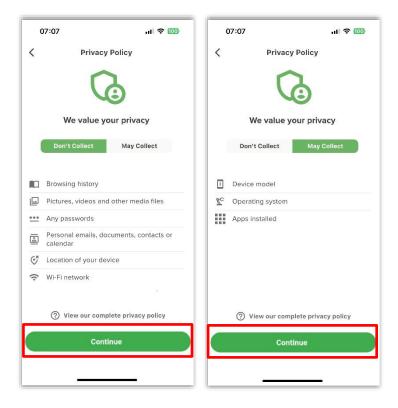
2.10 Activate MTD app

The Mobile Threat Defence (MTD) app is automatically installed on your iPhone/iPad after recovery. This enables it to detect security vulnerabilities on your device. Proceed as follows:





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 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".

11:06	🗢 📭
<	
Let's k	B
	ng The Following Permissions
	0/1 ALLOWED
Eval	al WiFi Network uate the connected network inform you if the network is or not.
You can	always modify the above permissions in MTD settings
	Allow all
	Maybe Later

In the next step, you will be asked to set up some authorisations 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:

09:38			al 🕈 🌃
			::
NO TH	REAT	DETECT	ED
DEVI	CE IS	SECURE	D C
	162 CH	ECKS	
	Rep	ort	
Apps		Device	
LAST 1 WEEK 29 Scans		LAST 1 W	EEK ce Scans
29 Scans			Le Scans
	>		>
Network			
LAST 1 WEEK 73 Wi-Fi Scans			
0			
-	>		

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

- Detailed step-by-step instructions: > <u>Setting up MTD</u>
- More information about MTD on the DB Planet page of > Endpoint security.

3 Making settings on the device

3.1 Notes on the use of apps

e-mail

- Outlook is intended exclusively for business purposes.
- A 3rd party e-mail client (e.g. Gmail, ...) can be used for private use.

Messenger

- WhatsApp is not provided via the DB Appstore and can only be used with the privately stored contact details (private use).
- For business communication, use the apps provided via the DB Appstore (e.g. Teams).

Camera

- I use the OneDrive app for business photos, so photos are saved directly in OneDrive.
- The camera app is for private use only.

3.2 Save files

- Save files, e.g. PDF documents or images, only in OneDrive, not locally in the "Files" app.
- Only save photos from the "*Microsoft Lens*" app in OneDrive.
- Do not save files using the following method: "Share > Send copy (PDF) > Send with another app > Create PDF".

> You can find instructions on how to back up your data here: <u>mobilework-place.deutschebahn.com/mobile-daten-sichern.</u>

3.3 Travel expenses app (optional)

The travel expenses app is not available in the official App Store and must be downloaded via a link with a code. To do this, go to the Safari browser and open the following link: > <u>https://dbreisekostenapp.de</u>

To set it up, follow the steps on the website.

3.4 Other apps and settings

Congratulations - you have successfully restored your work iPhone/iPad!



You can find more information about your iPhone/iPad under Set up in the Welcome App.