

# **Initial setup with Intune Smartphone & Tablet in DB Workplace Mobile**

**(Android operating system 15 and  
above)**

15 April 2026

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## 1 Important app: DB Mobil Info app

This guide explains how to set up your smartphone/tablet. It also provides an overview of all topics relating to your DB smartphone/tablet.



The most important app for the initial setup is the **DB Mobil Info app!**

**There you will find all the essential information about your smartphone/tablet, such as:**

- Guides to setting up and restoring your smartphone/tablet
- Useful links for working in the DB world
- You will receive notifications here whenever there is something important regarding your device

So do have a look and stay up to date!

**Note:** If your smartphone/tablet is not set up yet, the DB Mobil app is already installed on your device!

## 2 Unboxing your smartphone/tablet

### 2.1 Two ways to receive your smartphone/tablet

There are two ways you can receive your smartphone/tablet:

- Via an order in the digital shop
- > Go to section 2.2 Have you ordered your new smartphone/tablet yourself and received it now?
- Or have you received a device via your cost center or contract officer (mobile)
- > Go to section 2.3 Checking the contents of the delivery

### 2.2 Have you ordered your new smartphone/tablet yourself and received it?

First, check that your name is on the parcel and that you have received the correct one. Compare this with your order. If the details do not match, ask your cost center or contract officer (mobile).

- > Then proceed to Section 2.3: Checking the contents of the delivery

### 2.3 Checking the contents of the delivery

If you have received your smartphone/tablet from your cost center or contract officer (mobile), or via an order placed through the Digitalshop, start with these steps:

Is everything there?

- Smartphone or tablet
- Instructions, handover document, terms of use and the tool for inserting the SIM card

If ordered:

- Accessories such as a charging cable, protective case, and power bank
- SIM card letter (sent by Vodafone; ask your contract officer (mobile) here)

### 2.4 Quick guide to setting up your smartphone/tablet

You will receive a printed leaflet along with your smartphone/tablet.

If you do not want to go through the long setup instructions, use the leaflet:



- > If you do not have this to hand, you can also find it online at [www.db.de/ae](http://www.db.de/ae)

- > Make a note of the short link for all information on setting up: [db.de/mobile-setup](http://db.de/mobile-setup)

- > The short link for all information on how to reset/restore your device: [db.de/mobile-restore](http://db.de/mobile-restore)

## 3 Prerequisite: DB User

If you do not know what a DB User is or are not sure whether you have one, please continue reading this section.

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### 3.1 Already part of the group and a DB User

> If you already have a DB User account, proceed to [Chapter 4: Initial setup for Samsung/HMD](#)

---

### 3.2 New to the Group, required account: DB User

If you are new to the DB Group, you will need a DB User to set up a smartphone or tablet. The DB User provides free access to many Group applications.

#### What is the DB User?

DB User is the user account for all employees within the DB Group. It consists of a password of your choice and an automatically generated login name.

You must first have had a DB User account created for you (by your HR department).

#### How do I activate the DB User?

The DB User is activated once, **together with a sponsor**. During this process, you set your DB User password. You can see how this works and who your sponsor is here:

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

Once activation is complete, you will receive a PDF document containing your DB User login name.

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

> If you have forgotten your password, you can change it at <https://self-service.service.deutschebahn.com/my.policy>

> Or follow the instructions in [Chapter 10.1: Forgotten or changing your DB User password](#)

## 4 Initial setup for Samsung/HMD

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### 4.1 Inserting the SIM card

There is a small compartment on the top or bottom of your smartphone/tablet.

- Open the tray using the tool. You will find it in your device's packaging
- Pull out the card holder and insert the SIM card
- Insert the card holder back into the smartphone/tablet



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### 4.2 SIM PIN

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

- Press the 'Power' button
- Once the device has booted up, it will ask you for a PIN. This is the PIN for the SIM card you have just inserted into the device

#### You can obtain the PIN as follows:

- Open your SIM card letter from Vodafone
- Peel off the film. Underneath you will find a PIN and a Super-PIN
- Enter the PIN into the input field on your smartphone/tablet and confirm with "OK"

---

### 4.3 Set up a screen lock

Next, unlock the device:

- Swipe your finger across the screen once
- You will now be asked for a “password”
- Now enter the following password: **DB-Device2019**
- Tap “OK”



- You can change the screen lock now or later. To do this, go to [section 4.11 Change screen lock](#)

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### 4.4 Set up Wi-Fi

To set up your Wi-Fi, choose one of the following options:

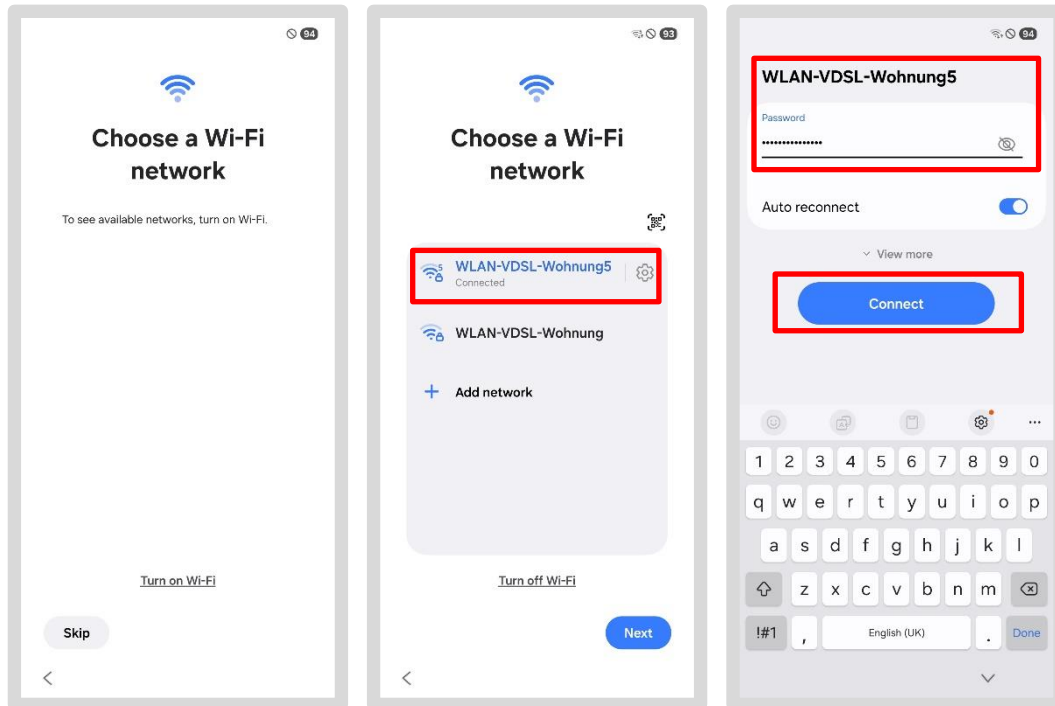
- Use your mobile data, provided you have an SIM card on your smartphone/tablet (this may incur charges!)
- Set up a hotspot using your personal smartphone/tablet

or

- Use a hotspot from a colleague’s DB smartphone/tablet
- For Samsung smartphones/tablets: Use the dbs4mobile Wi-Fi if you have booked this service (see: <https://dbquestions.extranet.deutschebahn.com/question/27780>)
- Use your own Wi-Fi if you are working from home

To select a different Wi-Fi network, proceed as follows:

- Tap the Wi-Fi network you wish to select
- Enter your personal login details and tap “Connect”
- If prompted a second time, tap “Continue”



As soon as your device is connected to Wi-Fi, the connection to the DB network will start.

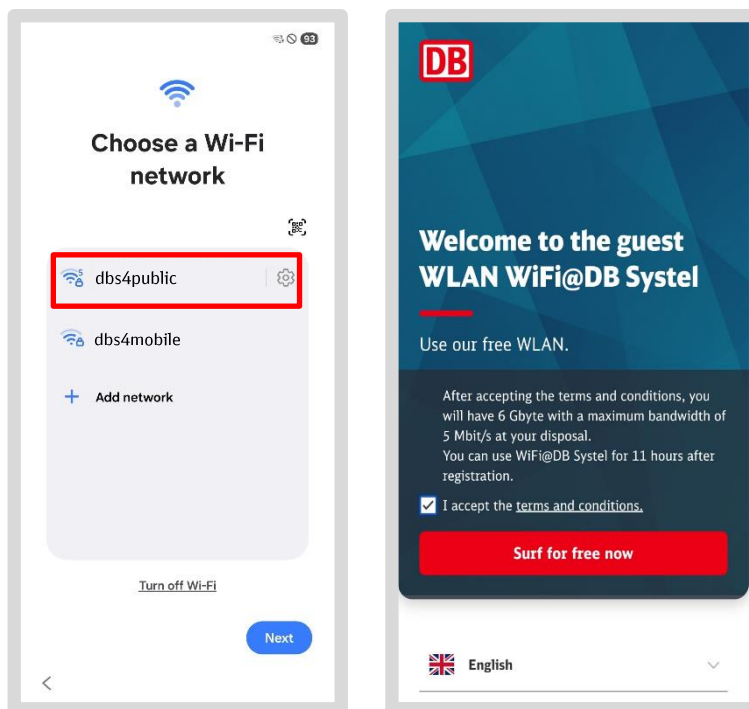
> Go to [Chapter 5: Work and personal content](#)

## 4.5 Setting up Wi-Fi in DB buildings

As the “dbs4public” Wi-Fi does not always work satisfactorily in DB buildings, we recommend following one of the steps outlined in [Chapter 4.4 Setting up Wi-Fi](#).

If you are in a **DB building** and wish to use the “dbs4public” Wi-Fi, proceed as follows:

- Tap on the “dbs4public” Wi-Fi network
- A dialogue box will open; accept the terms and conditions
- Tap on “Surf for free now”



As soon as your device is connected to Wi-Fi, the connection to the DB network will start.

> Go to [Section 4.6 Activate device: create a temporary access pass \(TAP\)](#)

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## 4.6 Activate device – Create a temporary access pass (TAP)

To set up your smartphone or tablet on the DB network, you will need the following:

- A valid temporary access pass (TAP) – [db.de/tap](https://db.de/tap)
- Your DB User name and DB User password
- The *Intune app*

### For your information:

DB User is the user account for all employees within the DB Group. It consists of a password of your choice and an automatically generated login name.

- You can reset your DB User password at [db.de/passwort](https://db.de/passwort)
- You can find **instructions on how to change your DB User password** in [Change DB User password](#)
- You can find out **how to obtain your DB User** in [Prerequisite: DB User](#)
- You can find **your DB User name** in DeBi under [db.de/debi](https://db.de/debi)

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

There are several ways to create the temporary access pass (TAP):

### Option 1:

You have **a second smartphone/tablet** or a BKU/Basic Workplace computer that is already logged into the DB network. In this case, stay in the current chapter and continue the next page.

### Option 2:

**A colleague** from the same company (such as DB Sales or DB Long-Distance) can assist you provided they have a DB smartphone/tablet (or iPhone/iPad) or a BKU/Basic Workplace computer. Go to:

> [Chapter 4.7 Create a temporary access pass for a colleague](#)

### Important!

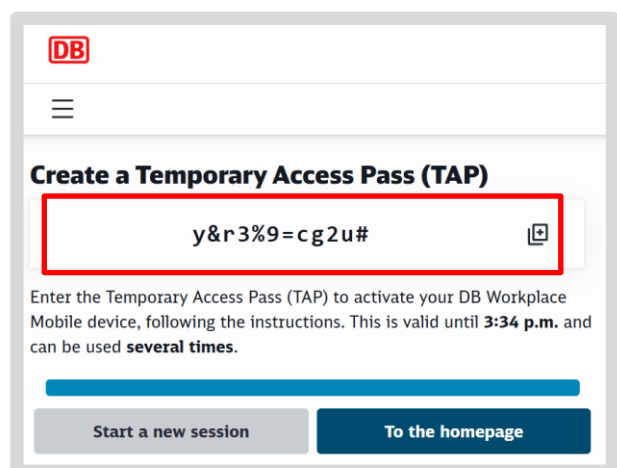
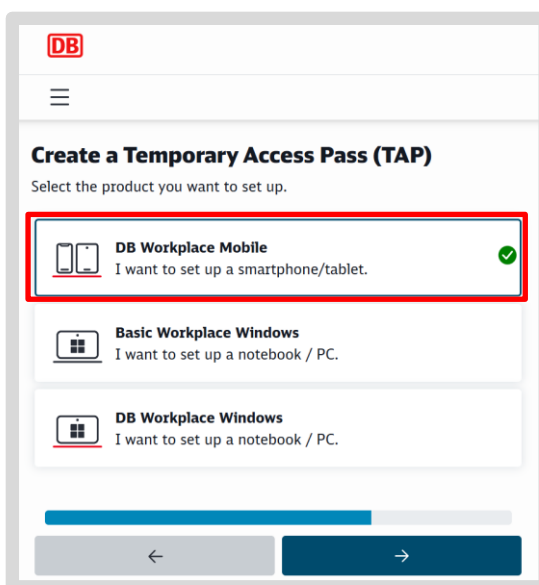
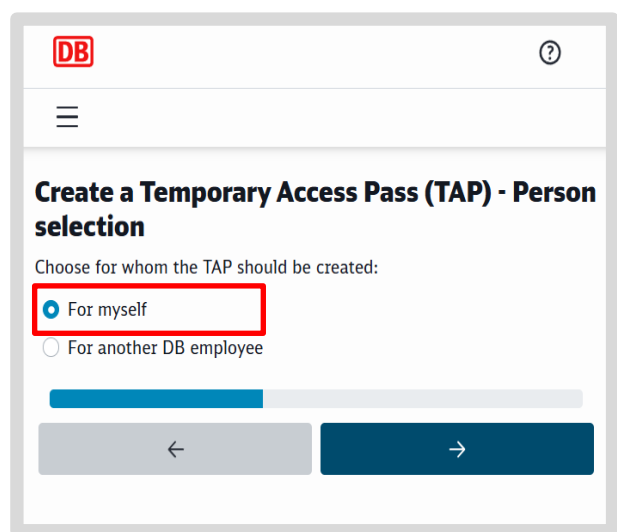
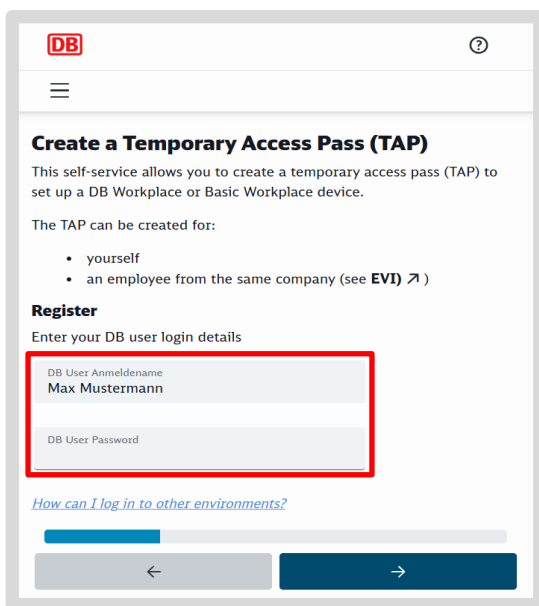
Once you have received a **new smartphone/tablet**, you cannot initially create a temporary access pass (TAP) using this device.

**If you still have the Welcome app installed:**

- open the *Welcome app* and tap on “Help”
- Then *click* on “Temporary Access Pass (TAP)” to create it

**If you have not installed the Welcome app:**

- Go to [db.de/tap](https://db.de/tap) and enter your DB User name and DB User password
- Select “For myself” and tap the blue button
- Now select “DB Workplace Mobile”
- The Temporary Access Pass (TAP) will then be displayed
- This is now **valid for 60 minutes and for multiple smartphones/tablets**



**Important!**

The **TAP** may only be entered in the **Intune app**, even if you are asked for it in another DB app or on another device.

- Write down the temporary access pass (TAP) on a piece of paper or in a notebook
- You will need it later when setting up and activating it in the *Intune app*
- You can now activate your smartphone/tablet in the *Intune app*

> Go straight to [Chapter 4.8: Activate device with the temporary access pass](#)

**Important!**

Your smartphone/tablet is not yet connected to the

DB network!

Enter the **temporary access pass (TAP)**  
in the *Intune app*.

To do this, follow the step-by-step instructions in

> [Chapter 4.8 Activate device with the temporary access pass \(TAP\)](#)

## 4.7 Create a temporary access pass for a colleague

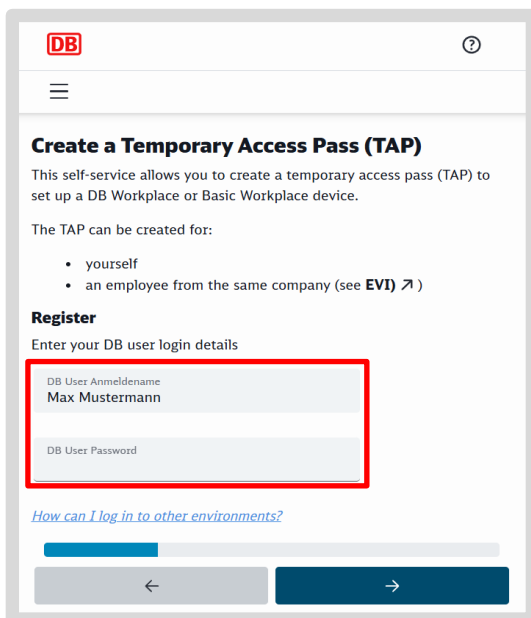
To create a TAP for a colleague, follow these instructions:

### If you still have the Welcome app installed:

- Open the *Welcome app* and tap on ‘Help’
- Then *click* on “Temporary Access Pass (TAP)” to create it

### If you do not have the Welcome app installed:

- Go to [db.de/tap](https://db.de/tap) and enter your DB User name and DB User password
- Enter your DB User name and your DB User password
- Select “For another DB employee” and tap the blue button



**Create a Temporary Access Pass (TAP)**

This self-service allows you to create a temporary access pass (TAP) to set up a DB Workplace or Basic Workplace device.

The TAP can be created for:

- yourself
- an employee from the same company (see [EVI](#))

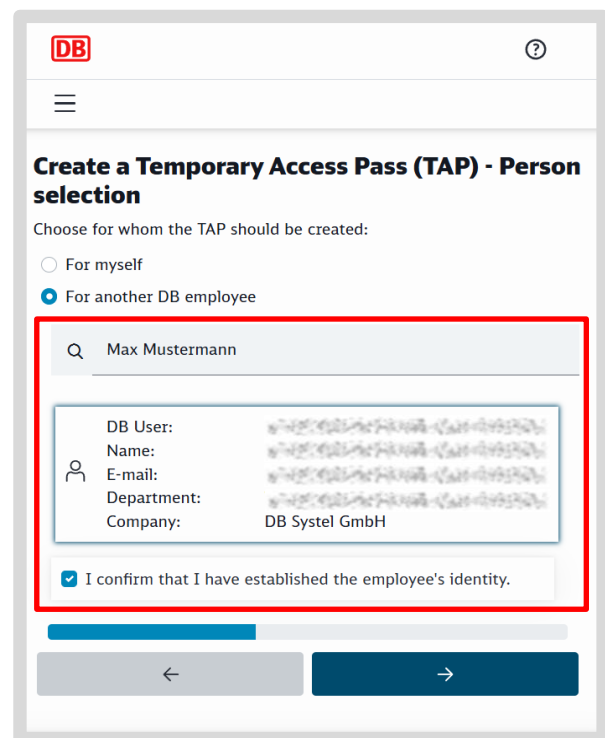
**Register**

Enter your DB user login details

DB User Anmeldename  
Max Mustermann

DB User Password

[How can I log in to other environments?](#)



**Create a Temporary Access Pass (TAP) - Person selection**

Choose for whom the TAP should be created:

For myself

For another DB employee

Max Mustermann

DB User: [blurred]

Name: [blurred]

E-mail: [blurred]

Department: [blurred]

Company: DB Systel GmbH

I confirm that I have established the employee's identity.

- Select the correct person, confirm their identity, and tap the button
  - Hand over control in Teams to a colleague when working remotely via Teams
- OR
- Let a colleague use the computer
  - The colleague enters the DB User password
  - The access pass will then be displayed; it **is valid for 60 minutes and can be used on multiple smartphones/tablets**
  - Take back control of the screen if you were using Teams
  - Write down the temporary access pass on a piece of paper or in a notebook

**Create a Temporary Access Passport (TAP) for Max Mustermann**

The selected employee must personally enter their DB User access data here.

**Register**

DB User Anmeldename  
Max Mustermann

DB User Password

**Note for DB employees:** Never share your DB user login details with others.

**Create a Temporary Access Pass (TAP)**

y&r 3%9=c g2u#

Enter the Temporary Access Pass (TAP) to activate your DB Workplace Mobile device, following the instructions. This is valid until 3:34 p.m. and can be used **several times**.

Start a new session To the homepage

- You will need it later to set up and activate the device in the *Intune app*
- The colleague can now activate their smartphone/tablet in the *Intune app*

> Go straight to [Chapter 4.8: Activate device with the temporary access pass](#)

**Important!**


Your smartphone/tablet is not yet connected to the  
DB network!  
Enter the **temporary access pass (TAP)**  
in the *Intune app*.

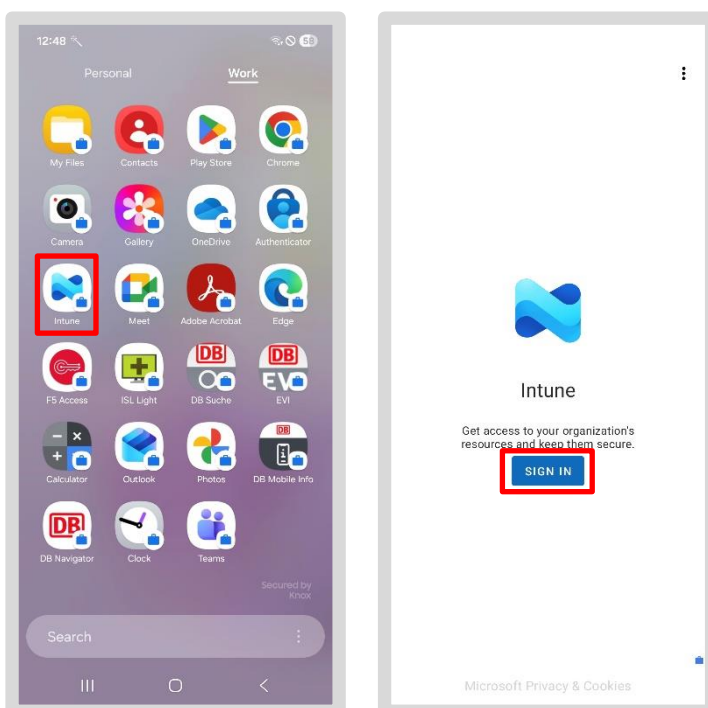
To do this, follow the step-by-step instructions in  
> [Chapter 4.8 Activate device with the temporary access pass \(TAP\)](#)

## 4.8 Activate device with the temporary access pass (TAP)

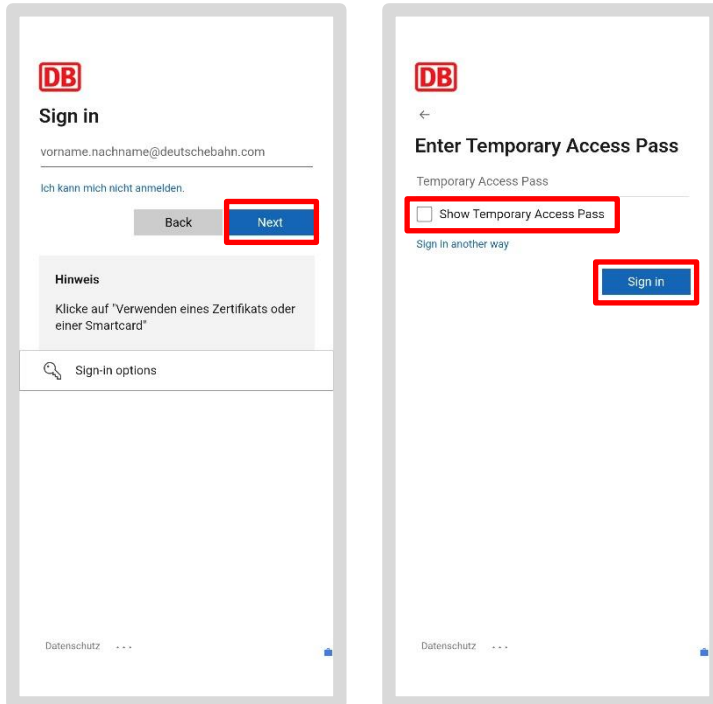
> **Note:** Check that you have received a temporary access pass (TAP) as described in Chapter 4.6 Activate device – Create temporary access pass (TAP)!

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

- The *Welcome app* is no longer required for activation; the *Intune app* is now available for this purpose
- Go to the ‘Work’/‘Business’ section by swiping up from the bottom
- Open the *Intune app* 
- Then tap the “Sign in” button



- Enter your **DB user email address** (not: DB User) and tap “Next”
- **Tip:** Tick the box next to “*Show temporary access pass*”
- Enter your temporary access pass and tap “Sign in”



**Important:** Only enter the temporary access pass in the Intune app!

**If you receive an error message:**

- Create a new temporary access pass and repeat the login process as described in Chapter 4.6 Activate device – Create temporary access pass (TAP)

> Continue to Chapter 4.9 Set up access to all DB apps and websites

**Note:** If the temporary access pass (TAP) is valid (within 60 minutes) and you open, for example, Outlook, Teams, or the IT ServiceDesk App, you will be asked for the temporary access pass; enter the temporary access pass you have noted down here as well.

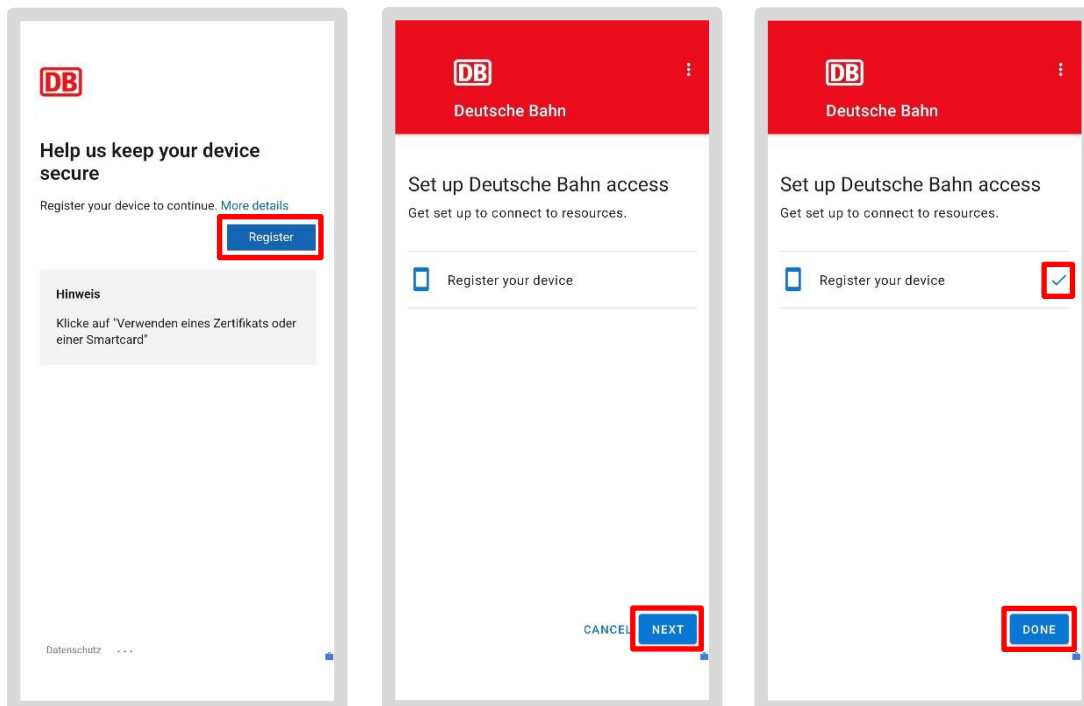
## 4.9 Setting up access to all DB apps and websites

Access to the DB network is now being set up:

- Tap 'Register' and then 'Next'
- When the tick appears next to "Register device," tap the "Done" button

**Note:** If the "Done" button does not appear, activation is not complete

- Open the *Intune app* again and go through the steps from Chapter 6, Activate device in the DB, step by step



**> Note: After registration, please wait between 5 minutes and 24 hours!**

Once all the information and certificates have been transferred to your smartphone or tablet, you can use your apps such as Outlook, Teams, etc.

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## 4.10 DB apps

**Please note:** It may take **between 5 minutes and 24 hours** for the certificates to be issued. Only then can you use your apps such as Outlook, Teams, etc.

Once setup is complete, the DB apps, such as the Outlook app or Teams app, will download automatically.

Your company-specific or business-specific apps will then be downloaded.

You can download further DB apps from the work Google Play Store (the app with the suitcase icon) in the 'Work' area.

The **Welcome app** is **no longer** available on the DB smartphone/tablet; instead, there is the **DB Mobile Info app**, which contains all the information, useful links and data relating to your DB smartphone/tablet.

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## 4.11 Change screen lock

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

In the next step, change the screen lock and set a new password or a new 6-digit combination. Please also take note of the [privacy and usage information](#).

In addition, you can set up what is known as 'biometric security.' This allows you to unlock your smartphone/tablet using fingerprint or facial recognition.

### Proceed as follows:

- Go to the "Settings" section
- Tap the "Settings" app in the "Personal"/"Privacy" section
- Or swipe down once with your finger from the top of the screen
- A bar with icons will open
- Tap the cog icon in the top right-hand corner
- Tap on "Lock Screen" and select "Lock Screen Type"
- Enter your current screen lock. The first time, this will be the password from the Unlock step (**DB-Device2019**)



### For tablets:

- In the following selection, choose "No, thanks" and tap "Next"

### Then continue:

- Select 'PIN' or 'Password'
- Enter a new password or PIN. Make sure you remember it!

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

- Under “*Biometric data*,” select “Fingerprints” or “Face”
- Scan your fingerprint or face
- Enter your current device password/PIN
- The device will now scan your face (Note: if you wear glasses, you must remove them during the scanning process)
- Once facial recognition has been set up, a notification will appear
- Confirm the “*Quick Face Recognition*” message by tapping “OK”

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## 4.12 Take-Off: “Log in on smartphone/tablet”

To set up your DB smartphone/tablet for the first time, you will need the following:

### 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 sent to you in advance
- You must enter the SIM PIN every time you switch on the device. If you’ve forgotten it, take a look [here](#)

### Password for the screen lock

- The initial screen lock password is **DB-Device2019**
- The screen lock is a personal password or a personal combination of numbers – this protects your smartphone/tablet from unauthorized access
- Next, choose a new PIN or password that you can use to unlock your smartphone/tablet in future, and make sure you remember it

### DB User login name & DB User password

- You will need your DB User login name and DB User password to log in too many DB apps and websites
- The DB User username consists of your first name and surname
- You set the DB User password yourself during activation
- If you have forgotten your password, change it at <https://self-service.service.deutschebahn.com/my.policy>

**Note:** Some tools, such as ASES, have their own passwords. You can store these in the 'Keepass2Android' app (this applies only to smartphones/tablets running the Android operating system).

- DB User email & temporary access pass (TAP) for activation
- You can obtain your temporary access pass (which is valid for a limited time) via the IT ServiceDesk App
- Use this to log in to the *Intune app* and activate your smartphone/tablet

### **In summary:**

Setting up a DB smartphone/tablet – follow these steps:

- Insert the SIM card
- Switch on the smartphone/tablet
- Obtain a temporary access pass via the IT ServiceDesk App. You can do this either via your second DB smartphone/tablet, a BKU/Basic Workplace computer, or via a colleague
- Open the *Intune app* and enter the temporary access pass (TAP)

You will receive a printed flyer along with your smartphone/tablet.

This will help you with the initial setup!

> If you do not have this to hand, you can also find it online at [db.de/mobile-setup](https://db.de/mobile-setup)

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## **4.13 Notes on daily power-up**


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

- Unlock the SIM card using the SIM PIN from the SIM card letter from Vodafone
- Unlock your smartphone/tablet using your personal password/PIN
- Or the device recognizes you via your fingerprint or face

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

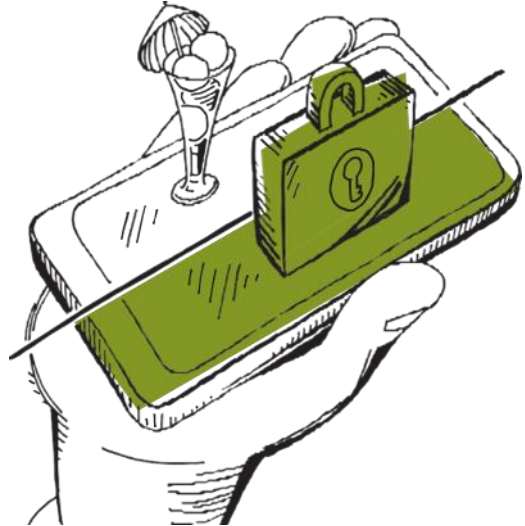
## 5 Work and personal content

An Enterprise version is installed on your DB smartphone/tablet; you can tell this by the fact that personal and work content are kept separate:

- On Samsung/HMD devices, work-related content and apps are stored in a separate 'Work/Business' section. You can recognize work apps with a briefcase icon  on the app icon and a grey briefcase icon in the top right-hand corner next to the battery icon.

In this guide, we have compiled some tips on using apps to ensure that work and personal data do not get mixed up. Always follow this rule:

Only use work apps for work-related tasks!




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### 5.1 Distinguishing between work and personal use

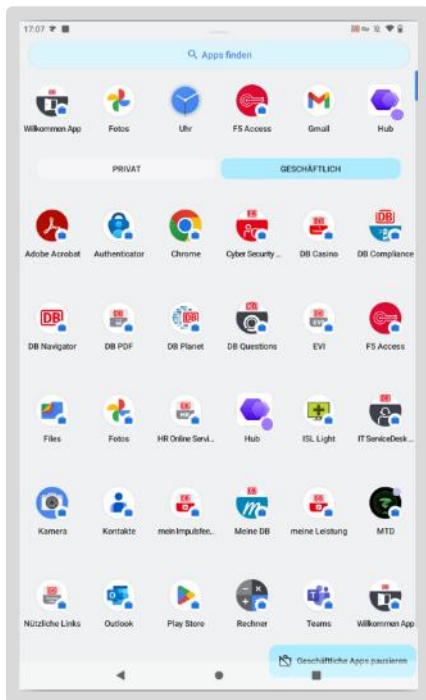
**Work-related use** is when you

- Start your shift via an app
- Or open the current duty roster

**Personal use** includes, for example:

- Watch Netflix
- Listening to Spotify
- Creating a Google account

**Please note:** It is not always possible to draw a clear distinction between work and private use. You should therefore always consider carefully what you are using your smartphone/tablet for.



Nokia/HMD's view



View Samsung

### How to switch to the 'Work/Business' section:

- Swipe up with your finger on the home screen
- Tap 'Work' or 'Business' in the bottom right-hand corner
- You will now see all your work apps

**The only exception:** the Phone app may be used for both work and personal calls. For work calls, tap your work "Contacts" app, select a work contact, and tap the phone icon.

## 5.2 Download DB apps

Download work apps with the DB icon via the **DB Google Play Store** in the “Work” or “Business” section.

Apps for personal use can be installed if required. To do this, use **your personal Google account** or create a new one, and observe the device’s terms of use.

## 5.3 Manage items on the home screen

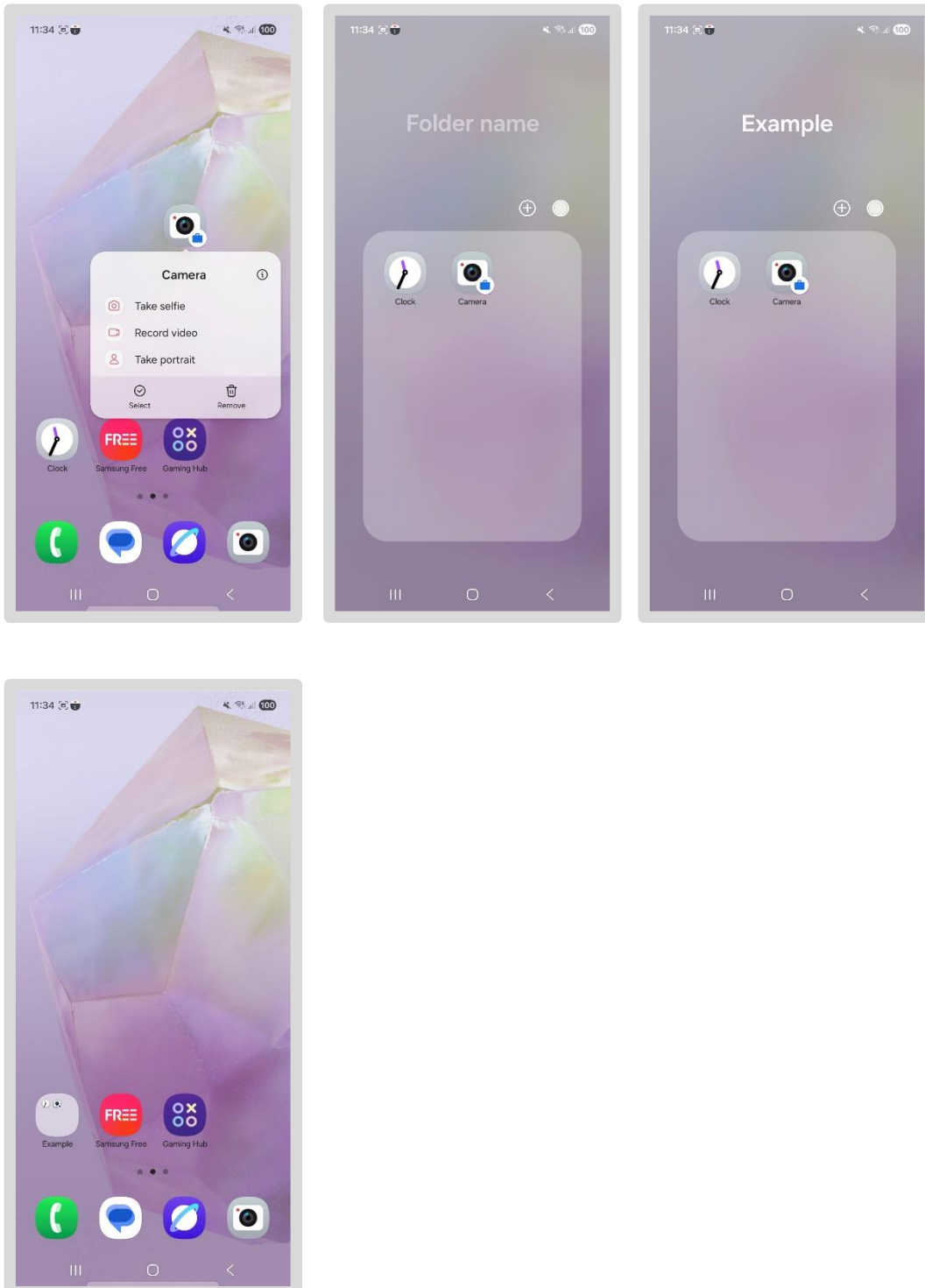
You can drag DB apps that you use daily, such as the work camera app, onto the home screen. Here is how:

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



## Notes on grouping

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



## 5.4 Take-Off: Separating personal and work apps + grouping apps

Your smartphone/tablet is a so-called enterprise device. You can find apps for your work on Samsung/HMD in the 'Work/Business' work area.

### Private Apps



u.a. Play Store, Galerie

### Dienstliche Apps



Only use work apps for work-related tasks! Some apps are available for both work and personal use. Make a conscious decision about which ones to use for your specific needs.

You can drag DB apps that you use daily onto the home screen. You can also group apps, giving you a better overview of your DB apps.

## 6 Further settings

In the next step, we will show you how to customize your smartphone/tablet to suit your needs, so it supports you as effectively as possible in your day-to-day work.

### 6.1 The operating system

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

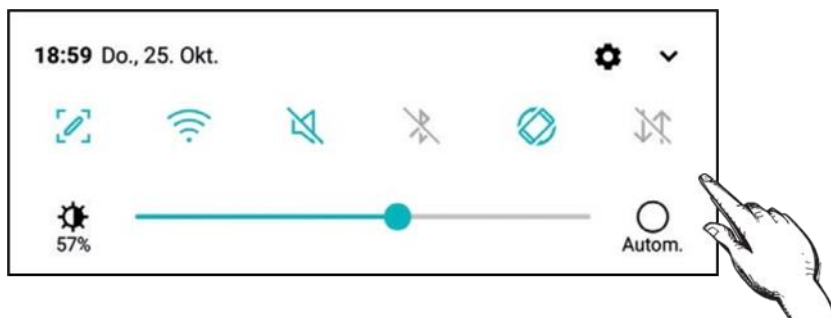
Your Samsung/HMD runs on the Android operating system. You can see which version of the operating system your smartphone/tablet has here:

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

### 6.2 Quick Access/Control Centre

I want to adjust the brightness, turn off Wi-Fi or open your smartphone/tablet's settings? You will find this feature in the 'Quick Access' menu:

- Swipe down once with your finger from the top edge of the screen
- A bar with icons will open – this is Quick Access



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



WLAN



Mobile Daten



Ton

### Adjusting the screen brightness:

- Tap the bar in Quick Access and slide the slide to the desired brightness
- Want the screen brightness to adjust automatically? Tick the 'Auto' box or tap the small sun icon with the 'A' next to it



There are even more functions in Quick Access. To view them, swipe your finger down from the top of the screen again. More icons will appear, such as the torch.



The torch app is also hidden here



You can find more settings via "Settings" with the cog icon. You can find this by swiping it down from the top of the screen.

---

## 6.3 Take-Off: Manage apps on the home screen

### 6.3.1 Create a folder (group)

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

### 6.3.2 Rename folder (group)

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

### 6.3.3 Move apps/folders

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

- Tap and hold the app
- Then drag the app to where you want it and let go

### 6.3.4 Moving apps to the home screen

- Tap and hold an app
- Drag apps directly from the 'Work/Business' section onto the home screen

### 6.3.5 Samsung/HMD tablet:

- All apps are displayed in a single 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
- You will then see all your work apps
- From there, you can move them anywhere

## 6.4 Connect to the internet

### 6.4.1 DB Wi-Fi

- Connect to DB Wi-Fi (dbs4mobile) at DB locations
- This saves your mobile data allowance whilst establishing a secure network connection
- Select the correct DB Wi-Fi
- Then enable Wi-Fi in the quick settings menu on your smartphone/tablet
- Enter your DB User login details; next time, the device will connect automatically



Note: To use DB Wi-Fi, order the “DB Wi-Fi wireless access point” service via the Digital Shop

### 6.4.2 Public Wi-Fi

Data security on your smartphone or tablet is a particular concern whenever public Wi-Fi is available.

- Only log in via DB Wi-Fi or your private Wi-Fi at home
- Avoid using third-party, unsecured Wi-Fi networks
- Also, when selecting a network, make sure you are using the correct Wi-Fi



Always follow DB’s general security guidelines

### 6.4.3 About mobile data – your data allowance

If there is no DB Wi-Fi nearby, use the internet via mobile data. Depending on your contract, Deutsche Bahn AG provides you with a data allowance that allows you to use the internet free of charge.

- As soon as 80 per cent of this data allowance has been used up in the current month, you will receive a text message
- You will be asked if you would like to top up with additional data
- Please note that this will incur additional costs for DB



### 6.4.4 Your Vodafone contract – Elfe (electronic telecoms bill)

Once a month, you will receive a statement for your smartphone/tablet’s Vodafone contract. It will be sent to you by email from the sender ELFE@deutschebahn.com. To open the statement, you will need a separate password.

You will receive this once via email. Keep the password safe.



**Important:** You do not need to pay anything; the statement is for documentation purposes only.

### 6.4.5 Disable data warning

The Android operating system automatically sends you a warning as soon as you have used 2 GB of data in a month. This helps you keep track of your data usage.

At the same time, all Vodafone users in Germany have 6 GB of base data and the automatic 2 GB add-on package (= 8 GB total data).

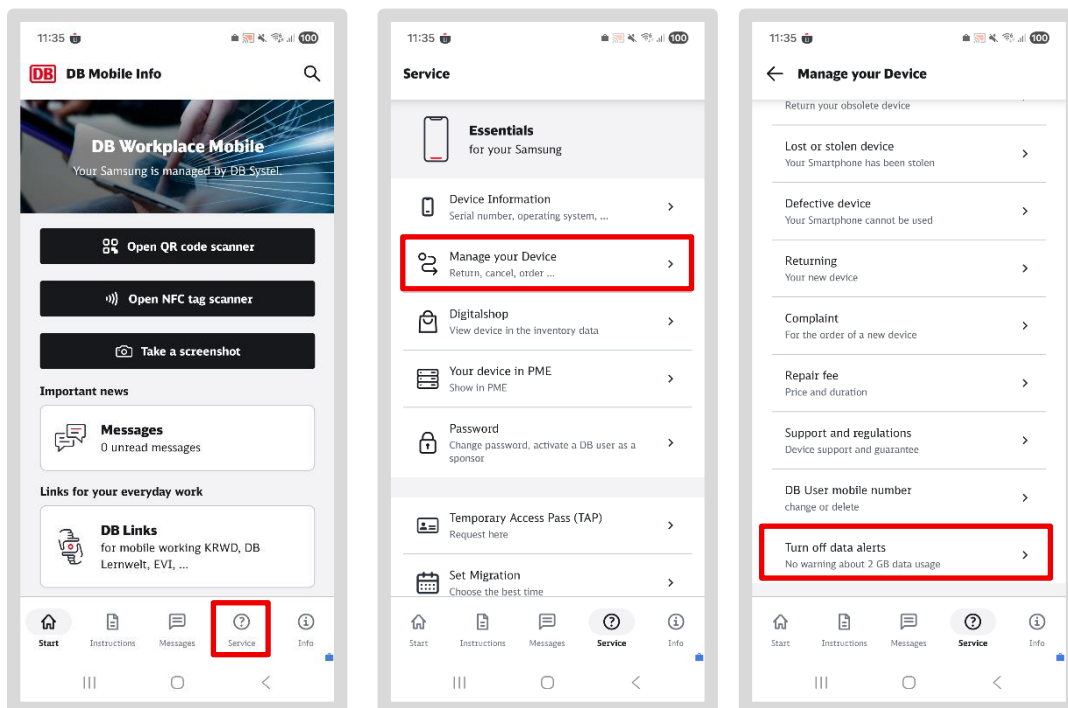
So, if you do not want to be warned after using just 2 GB of data, you can deactivate the data warning in a few simple steps. Or increase the default limit.

The good news: you do not need to worry about unexpected costs! Vodafone will automatically notify you via text message as soon as you have used 80% of your data allowance (i.e., 80% of 6 GB or 8 GB) – no matter which mobile phone you are using.

How to deactivate the data warning:

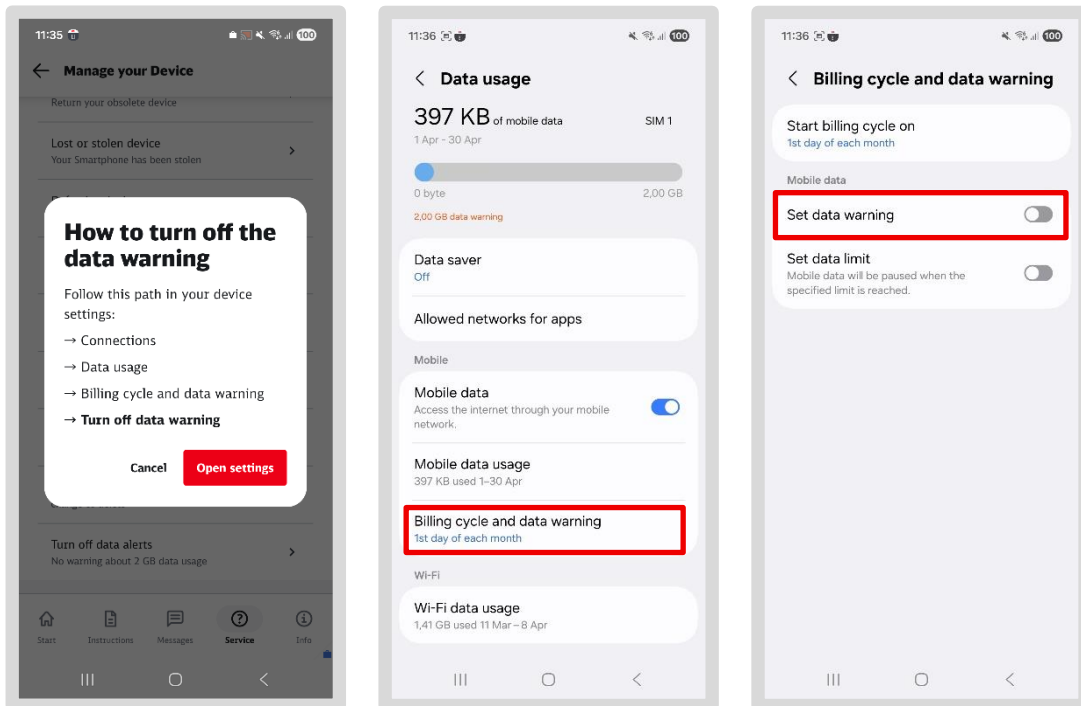
**For Samsung smartphones/tablets, follow these steps:**

- Open the *DB Mobil info* app
- Tap the ‘Service’ tab → Then tap ‘Everything about your device’ → and then ‘Deactivate data warning’



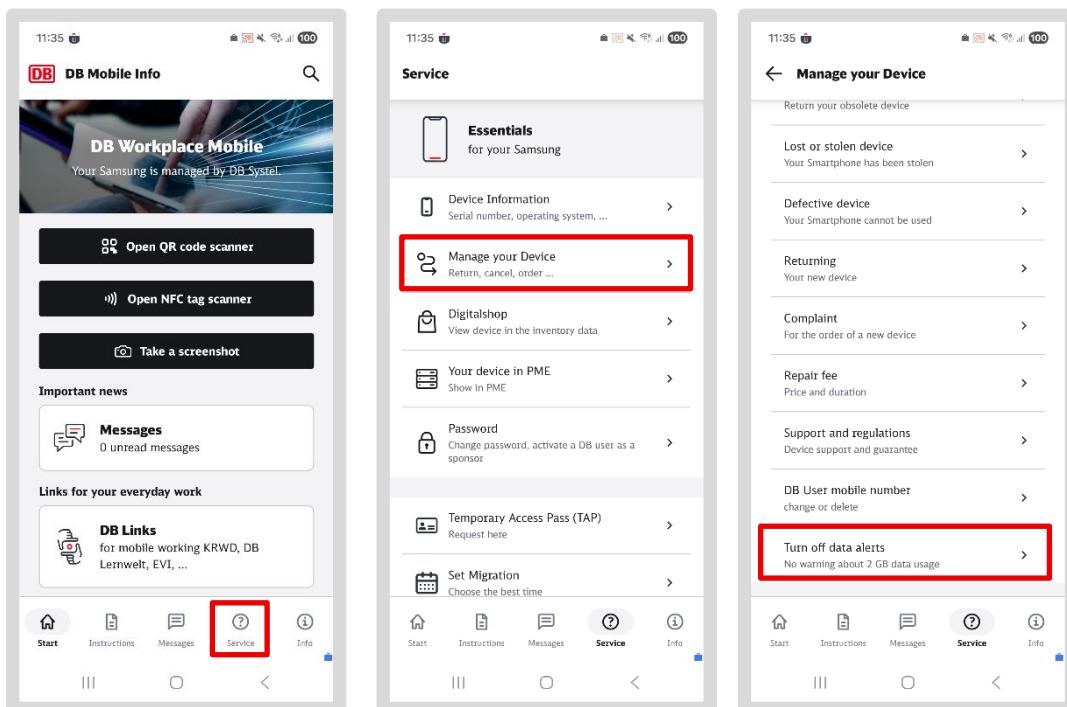
The “Connections” screen will open in the system settings

- → Tap on “Data usage” then on “Billing cycle & data warning” and under “Set data warning,” swipe the screen to the left



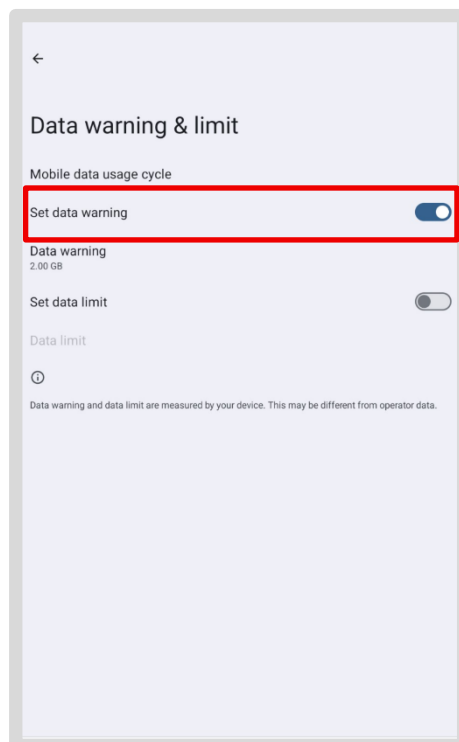
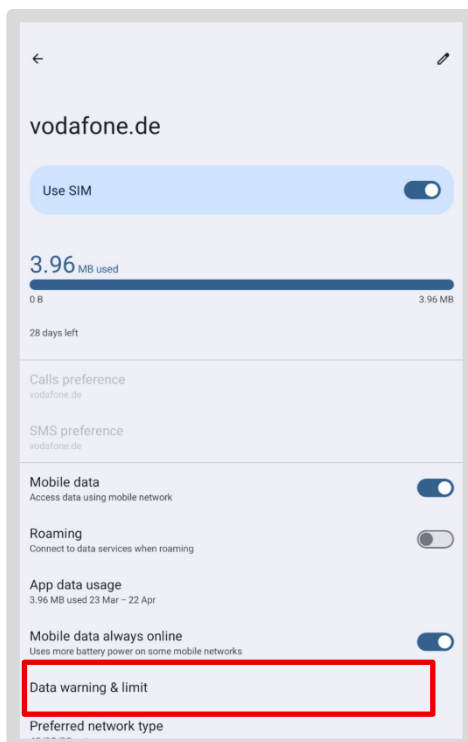
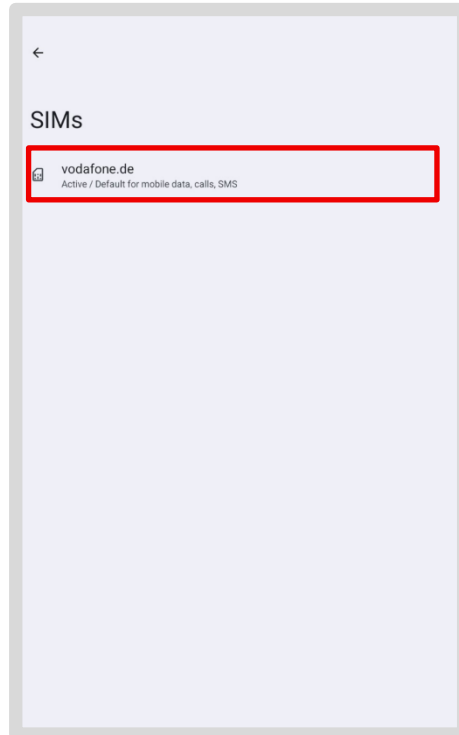
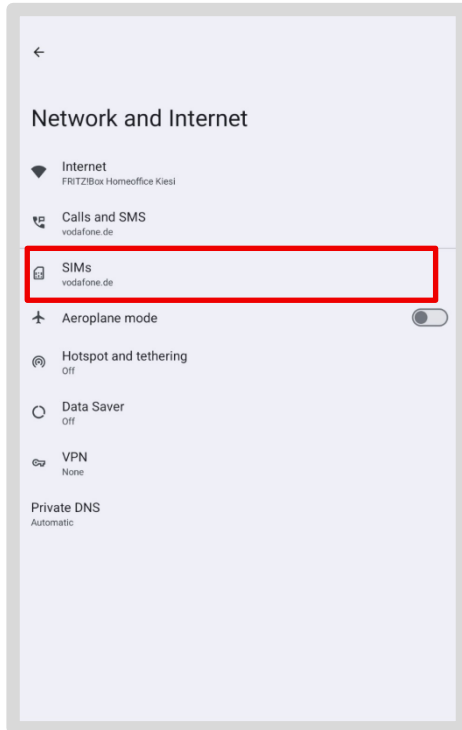
**For Nokia/HMD smartphones and tablets, follow these steps:**

- Open the *DB Mobil* app
- Tap the ‘Service’ tab → Then tap ‘Everything about your device’ → and then ‘Disable data warning’



The “Network & Internet” screen will open in the system settings

- Tap on “SIMs” -> Tap on the active SIM card, in this case “vodafone.de” -> Tap on “Data warning & limit” and swipe the screen to the left under “Set data warning”



#### 6.4.6 Offline mode (Airplane mode)

In the quick access menu on your smartphone/tablet, you can activate offline mode or flight mode. Please note, however, that this will disable all communication functions. This means that no updates will be conducted, and you will not receive any DB messages.

So, think carefully about when you set flight mode.



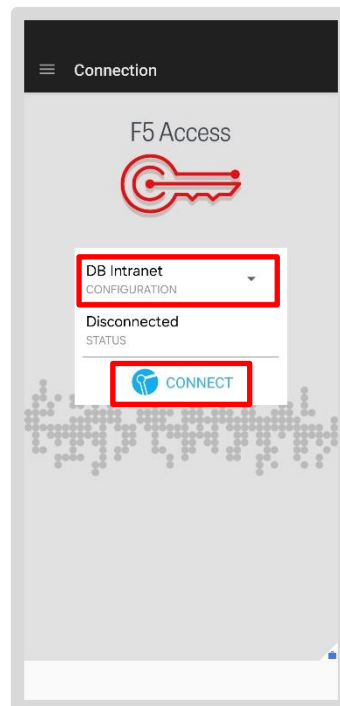
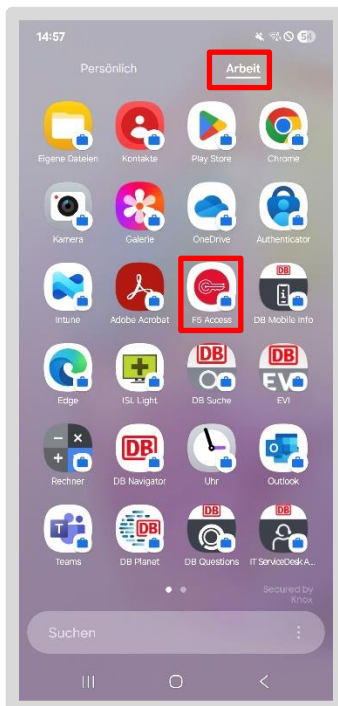
## 6.5 F5 Access – Establish a VPN connection

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

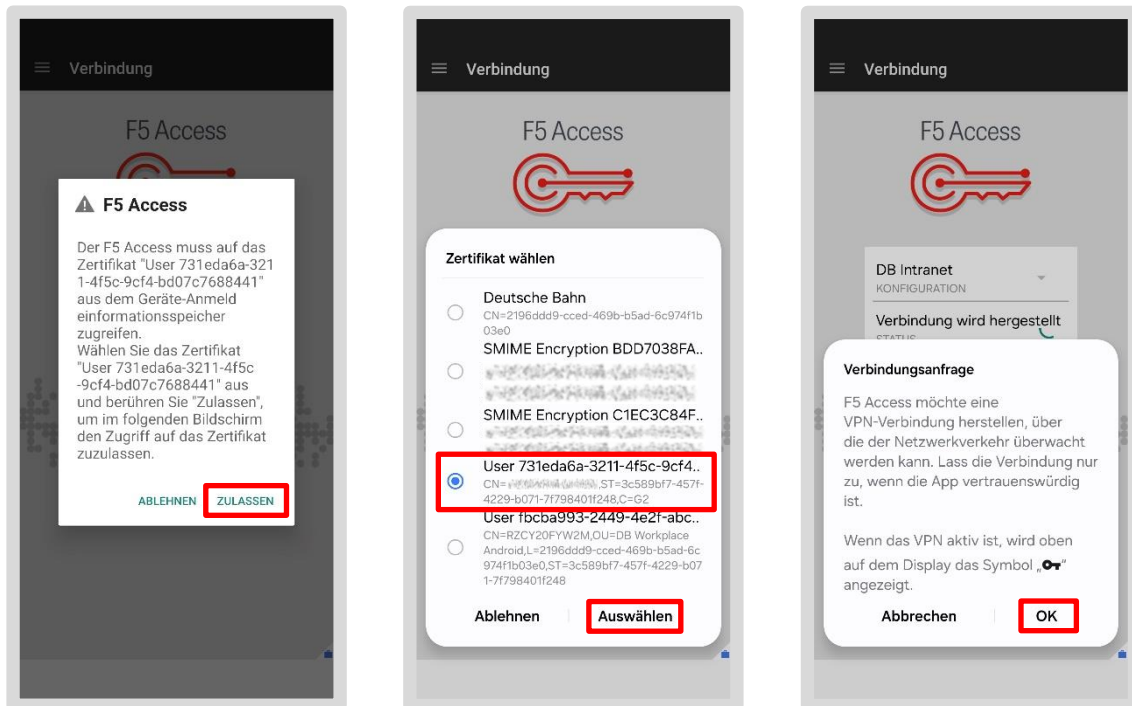


### 6.5.1 Set up the VPN connection

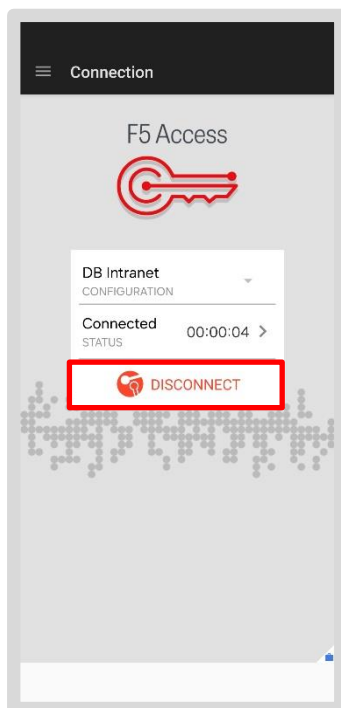
- Open the “F5 Access” app in the “Work/Business” section
- If necessary, agree to the terms and conditions and allow notifications
- Under ‘Configuration,’ tap ‘DB Intranet’ and then ‘Connect’
- Then allow calls to be made and managed – select “Allow”



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



- To disconnect, tap “Disconnect”



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

## 6.6 Take-Off: Certificates & VPN connection

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

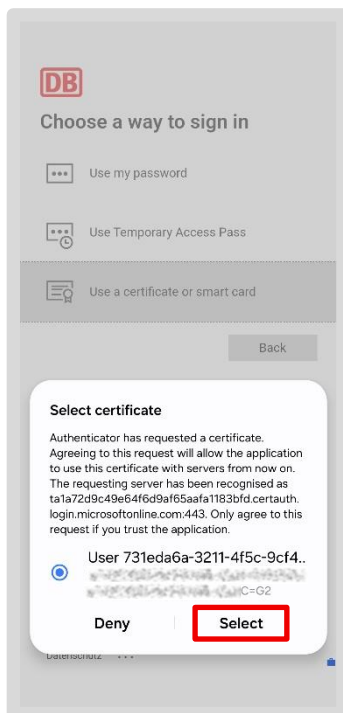
To access certain DB apps and websites on your work smartphone/tablet, you must identify yourself. This is done via a so-called certificate. The certificate tells the app or website that you are authorized.

### How do I get the certificate?

Certificates are automatically stored on your device. When you open an app for the first time, you need to select the certificate once and you will then be logged in.

### In Outlook, for example, it looks like this:

The certificate always contains your first name and surname



### What is the F5 Access app?

The F5 Access app is automatically installed on your smartphone/tablet. The app icon looks like this:



On Samsung/HMD devices, you will find it in the 'Work/Business' section

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 to connect.

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## 6.7 Improve battery life

- Updates can only be installed on your smartphone/tablet if the battery is more than 20% charged
- If updates are not installed, this may eventually result in you being unable to use your smartphone/tablet
- So always make sure your battery is sufficiently charged!

How to conserve your battery:

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

---

## 6.8 Disable Advertising ID

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

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

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

### To do this, follow these steps:

- 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 'Clear advertising ID'

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

More information about the advertising ID is available on DB Planet here:

> [#Mobile Workplace](#)

## 7 The most important apps to get you started

The most important DB apps and work-related apps are already installed on your device.

### 7.1 Download new DB apps

If you would like to install more **DB apps**, download them from the **DB Google Play Store**. DB-specific apps, such as Meine DB or DB Planet and many others, are only available to download there.

#### Private Apps



u.a. Play Store, Galerie

#### Dienstliche Apps



You can download **personal apps** onto your **Samsung/HMD** via the **Google Play Store** in the private section.

### 7.2 The DB Mobil Info app

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



The **DB Mobil app** is your first port of call for questions about your smartphone or tablet.

#### Features on the home screen:

- Take a screenshot and save it automatically to the work gallery or photo app
- Read NFC tags and use them in the work area
- Use the QR code scanner for work-related information
- Tap the magnifying glass to go directly to the DB Search, where you can ask questions about DB topics

In the 'Instructions' tab, you will find the most important guides. In the 'Service' tab, you will find important work-related links and all the personal links you need for your work at DB, as well as the IT ServiceDesk phone number.

If your device is not working now, use a colleague's device.

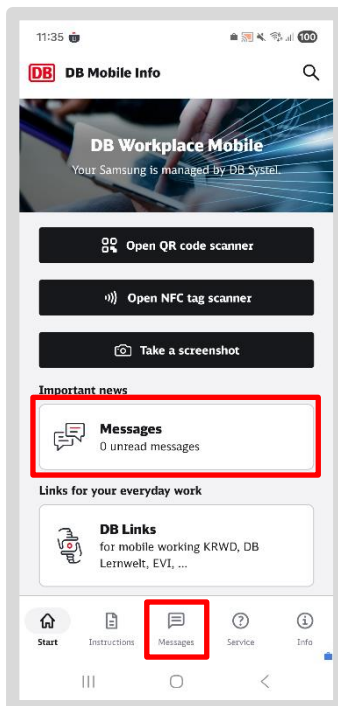
> Alternatively, you can also find all the important guides at: [db.de/ae](https://db.de/ae)

## 7.2.1 Push notifications

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

All information about the Mobile Workplace and the DB Mobile Info app can be found here:

> [#Mobile Workplace](#)



You can find your messages here:

- Open the DB Mobil app. On the home screen, you will see the notifications area
- If you have a new message, you will see a small red number next to 'Unread messages'
- To read messages, tap the "Messages" section at the top center or the "Messages" tab at the bottom:

You can find more information here:

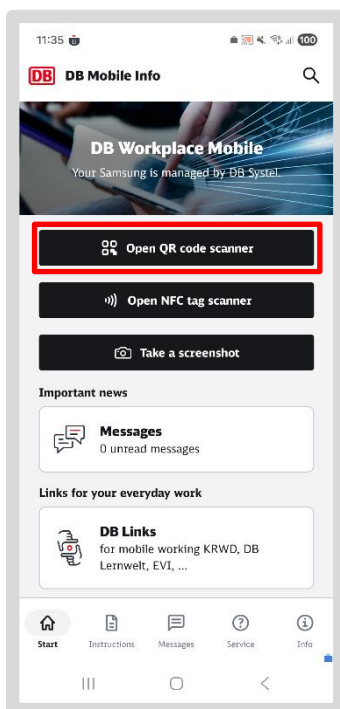
> [DB Mobil app: Receiving messages](#)

## 7.2.2 Scanning QR codes

QR codes are black and white squares. They are electronically readable codes. A special reader decodes this code and directs you straight to an app or further information.

You can scan official QR codes using the DB Mobil app on your smartphone or tablet:

- Open the DB Mobil Info app
- Tap on “*Open QR Code Scanner*” and allow the app to take photos and videos
- A small window will open, allowing you to scan the QR code. To do this, position the QR code within the rectangle
- Once the code has been scanned, you will be redirected to the website



## 7.3 Outlook

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

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

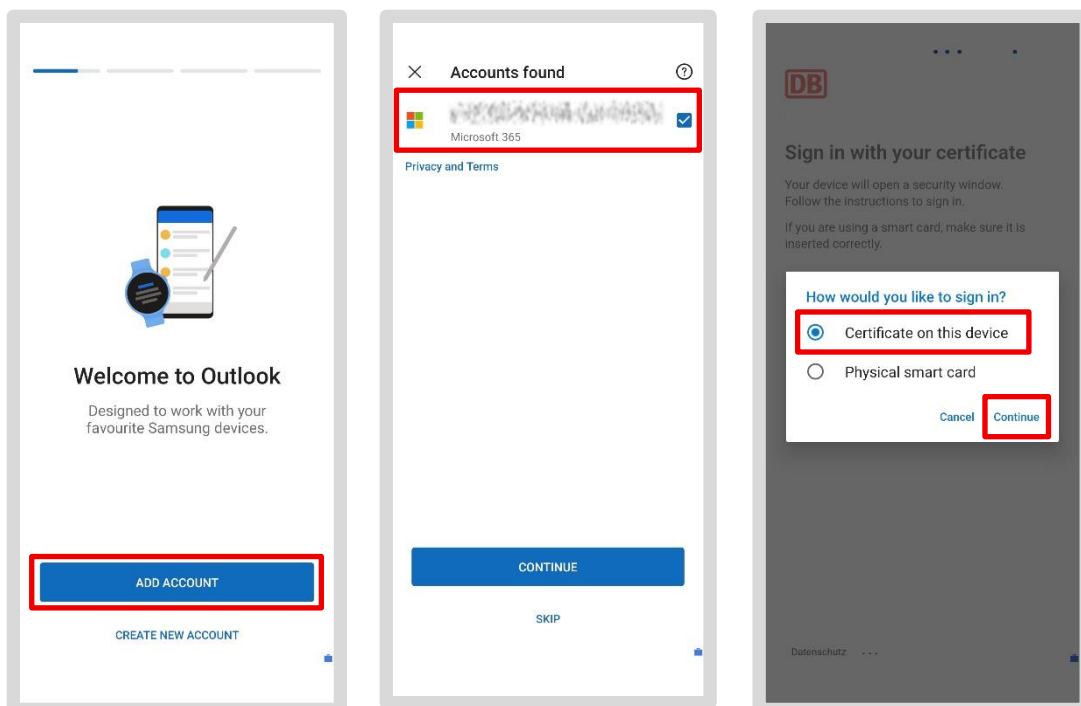
### 7.3.1 Set up Outlook / Create an email account / Set up email encryption

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

- Go to your “Work” area and tap on the “Outlook” app
- Your email account should already be set up automatically – tap on “Add account”
- In the next step, select your email address and tap ‘Next’

When prompted to log in, you may be asked for a temporary access pass (TAP):

- If your temporary access pass is still valid, enter it here or create a new one as described in [Chapter 4.6 Activate device – Create a temporary access pass \(TAP\)](#)
- Alternatively: under “Select other login option,” select the option “Certificate on this device”
- Tap “Select” when prompted for the certificate



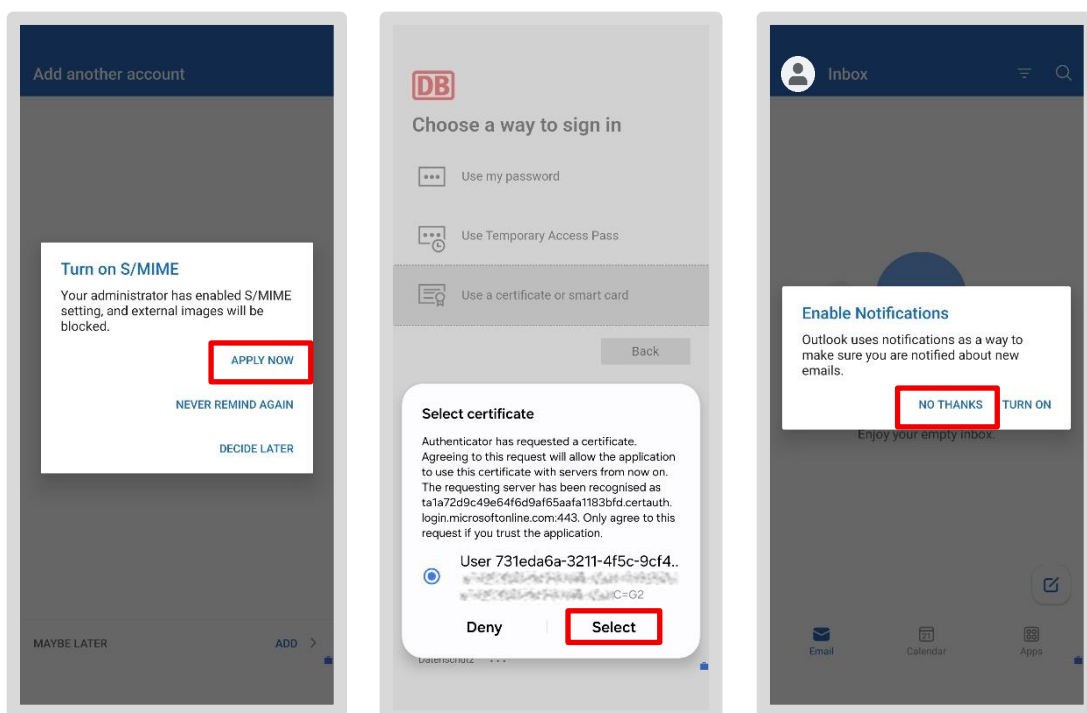
- If you wish to send data requiring special protection (e.g., personnel information) by email, you must also encrypt the content of the email
- DB provides S/MIME encryption for this purpose
- Tap “Apply now” when asked if you wish to activate S/MIME

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

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

Your email account is now being set up:

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



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

**Android 16:** On devices running Android 16, the step to activate S/MIME may be skipped. In this case, you must complete the Outlook setup and restart the app! The prompt to activate will then appear.

### 7.3.2 Setting up an email signature

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

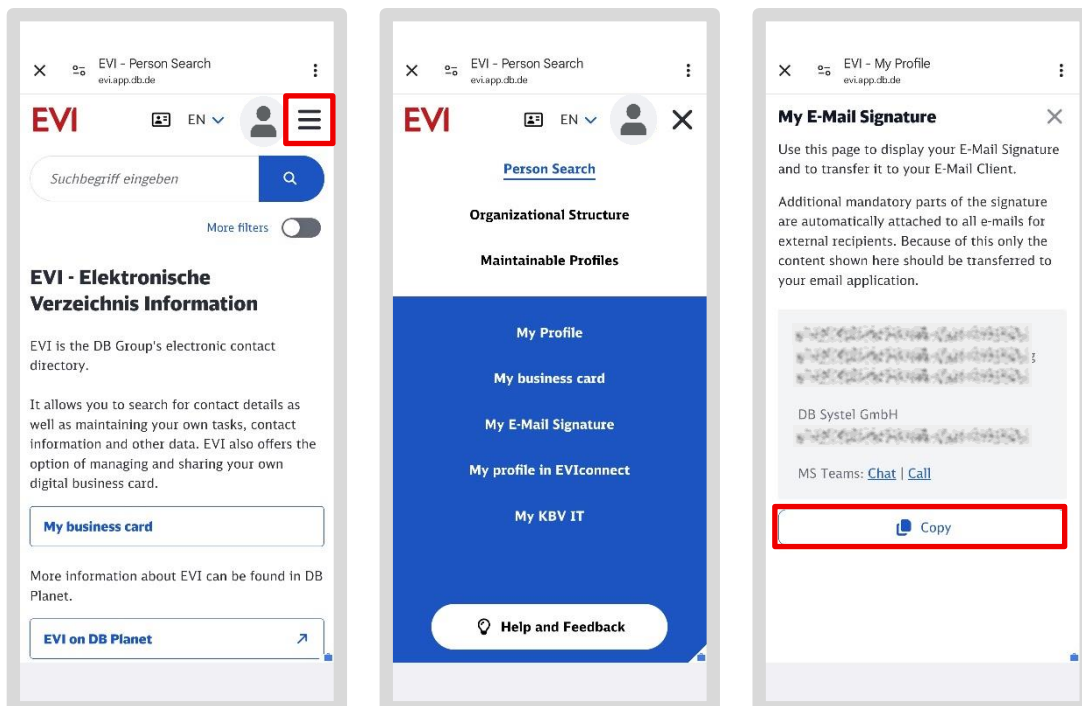
#### Here is how to get your email signature from EVI:



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

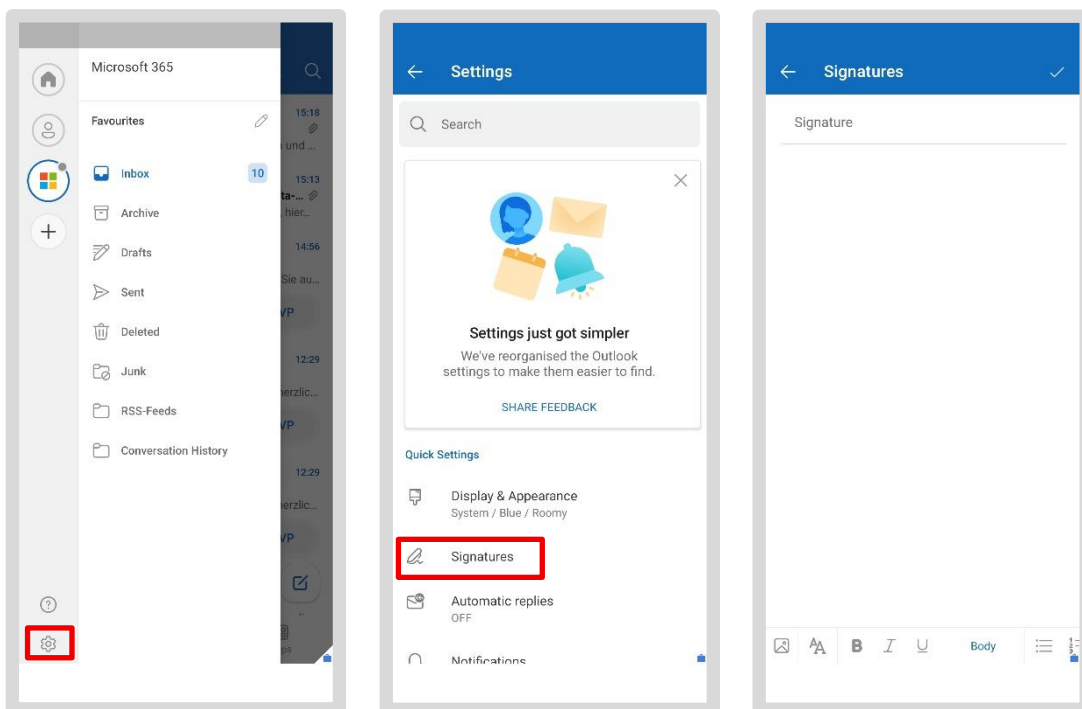
#### The new EVI view will open:

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



## Paste the signature into Outlook:

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



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

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

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

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

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

### 7.3.4 Creating new contacts in Outlook

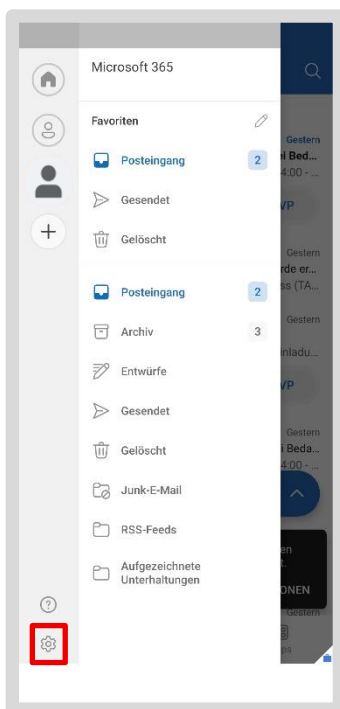


- Go to the ‘Work’ section and open the Contacts app
- Tap the ‘+’ to create a new contact
- Select ‘Outlook’ in the top-left corner above the arrow
- The new contact will be saved in Outlook

### 7.3.5 Synchronizing contacts in Outlook

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

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



- Select the cog icon at the bottom left

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

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## 7.4 MS Defender app – must be opened

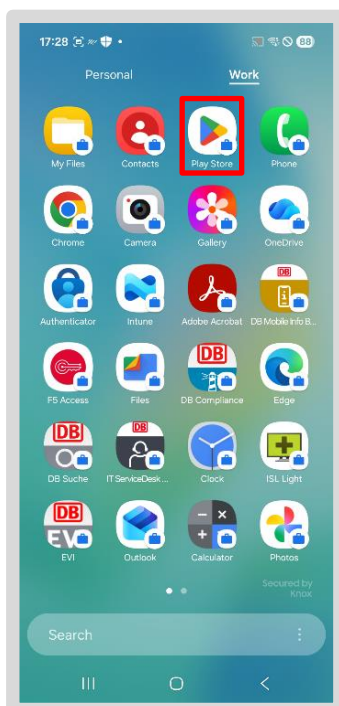
After enabling Outlook and Teams, enable the “*Microsoft Defender for Endpoint Mobile*” app (MS Defender app for short) on your smartphone/tablet. The app protects against cyberattacks and scans existing apps for malicious software. To activate protection, open the app once.

Due to the wide variety of different smartphones/tablets, there may be minor differences in the description of individual steps.

### 7.4.1 Setting up the MS Defender app

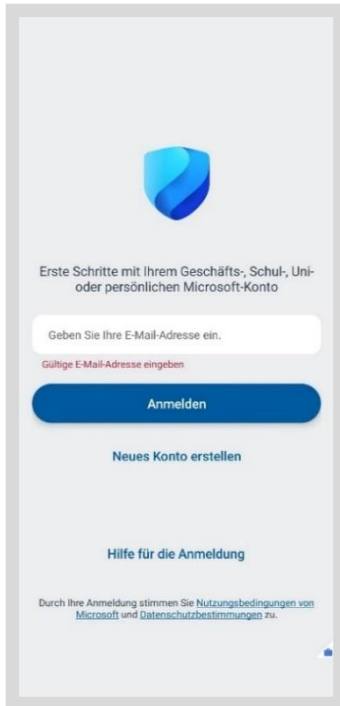
To set up the MS Defender app on your smartphone/tablet, you must follow these steps:

- Go to Work/Business section and open the “DB Google Play Store”

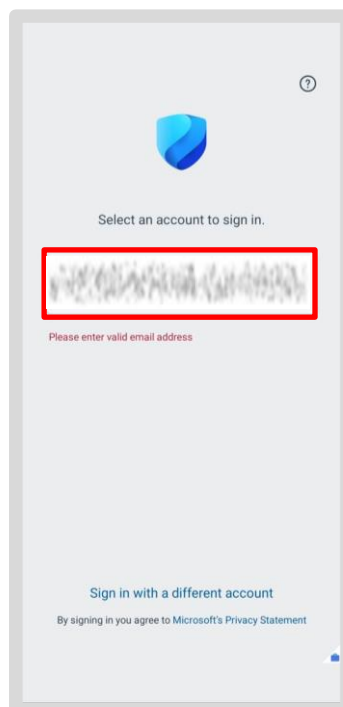
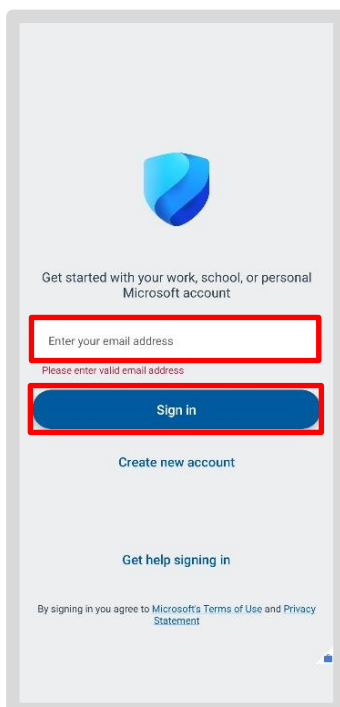


- Search for the app “Microsoft Defender: Antivirus” and tap “Install”

- Tap the 'MS Defender app' icon to open the app



- You will be asked for your work email address
- Tap the "Sign in" button, or the app will automatically take you to the next screen, where your email address will be displayed
- Tap your work email address

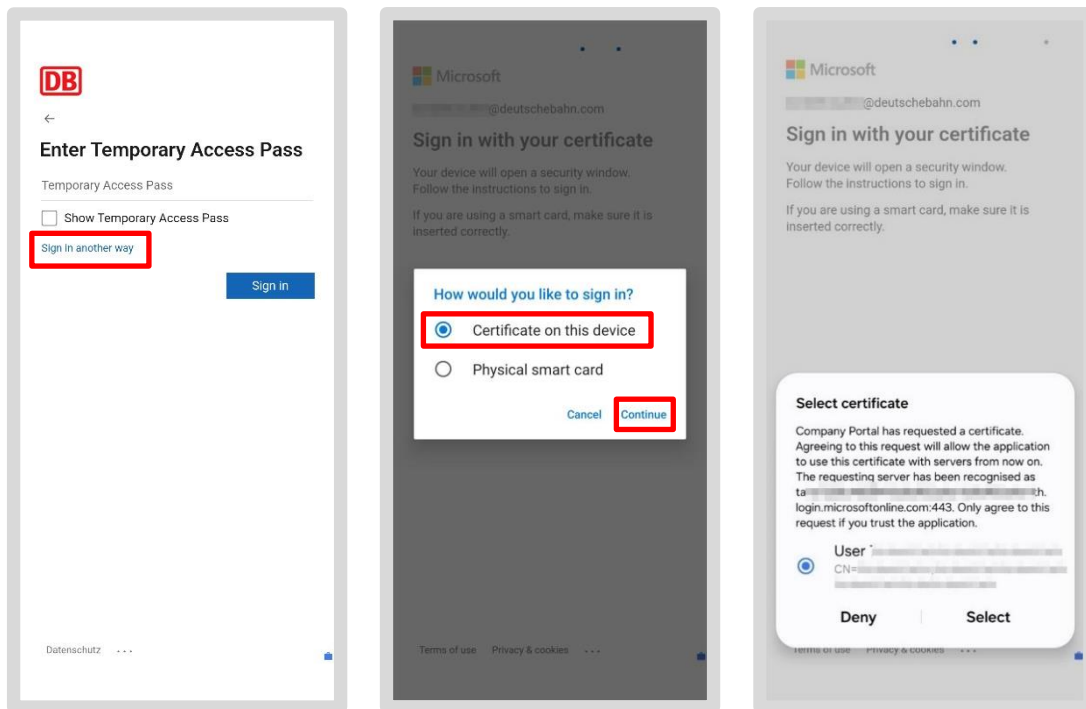


If you have activated your smartphone/tablet with the Intune app within the last hour, you may be asked here to enter your temporary access pass again.

- Tap “Sign in with another method”

Then continue:

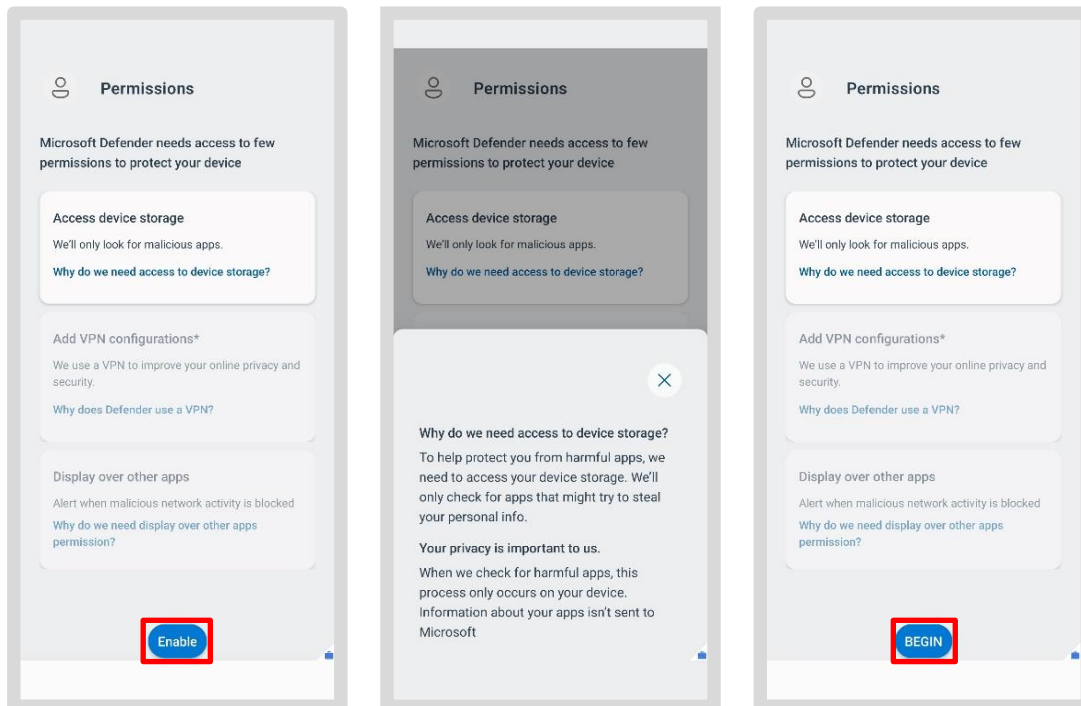
- When prompted, tap “Certificate on this device” and tap “Next”
- Select the certificate



## 7.4.2 Grant permissions

The app will now ask you for the necessary permissions. At this point, the screens may appear in a different order to the instructions. If your first screen matches the one shown:

- Tap ‘Activate’
- Then tap “Start”
- The “Settings” app on your smartphone/tablet will open

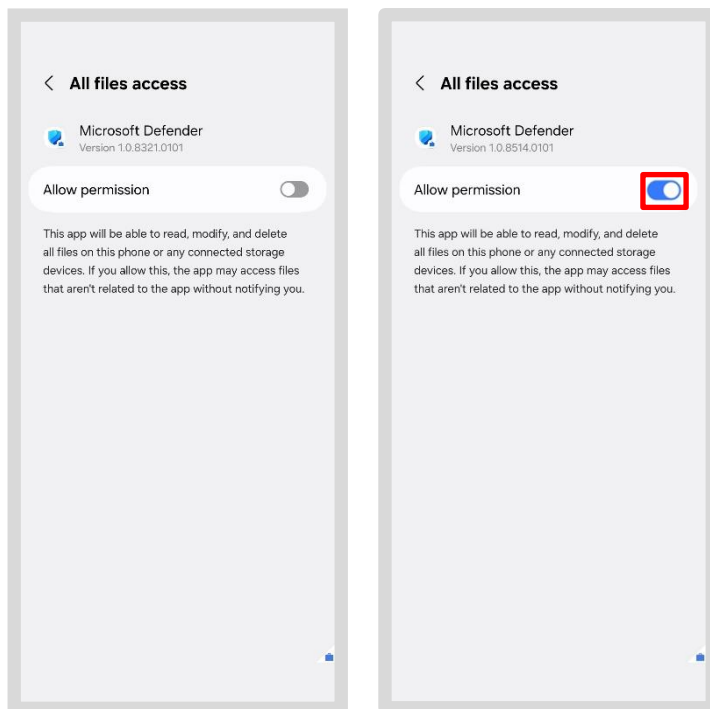


### Background information on permissions:

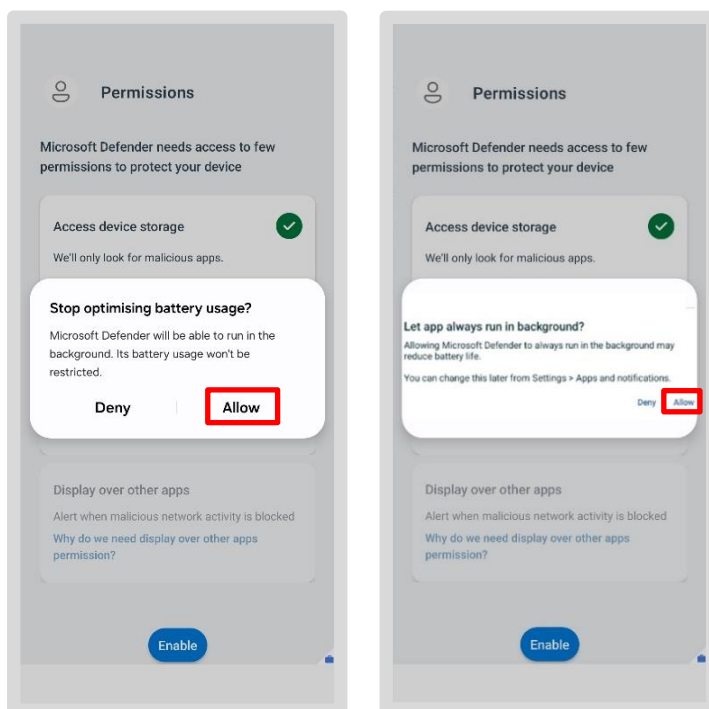
These permissions are required to ensure the app works properly and to guarantee security on your device.

You can view an information window for each individual permission (e.g., by tapping “Why do we need access to the device storage?”). However, some items cannot be selected (they are greyed out, e.g., “Add VPN configuration”) or are already enabled (green tick, e.g. “Run in the background”), as these are system-defined.

- Now slide the slider to the right to grant the permission
- Tap “Allow” in the subsequent prompt



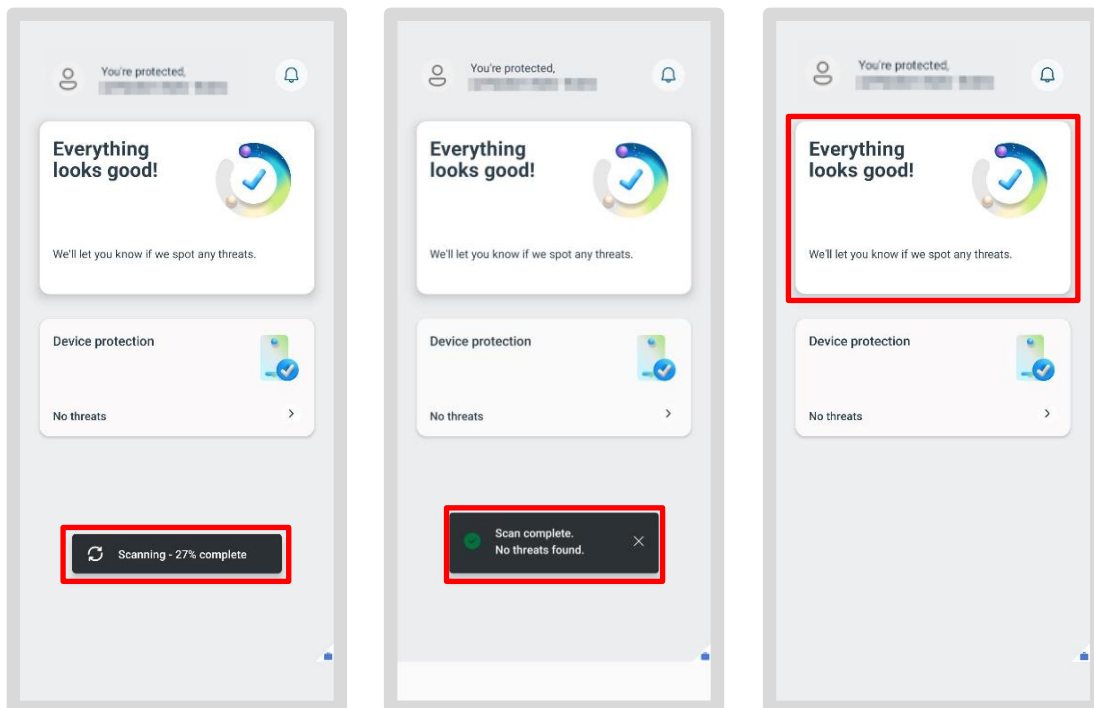
- Tap “Allow” on all subsequent prompts



**Note:** Depending on your device type, you may be asked for different permissions! As a result, you may only see one of the prompts shown.

You will then be taken to the MS Defender app’s home screen. A scan for malware on your smartphone/tablet will be conducted automatically straight away. Progress updates will be displayed during the scan.

The result is displayed in writing on the home screen. If a green tick is visible, no malware has been detected.



## **Congratulations!**

You have successfully completed the initial setup! The device is now protected against malware.

---

## **7.5 DB M 365**

You can also open and read Word, Excel, PowerPoint or PDF files on your smartphone or tablet. To do this, simply download the relevant apps once:

- Opening the DB Google Play Store

- Search for the relevant app using the search bar, for example Word, Excel, PowerPoint, or the PDF Reader



- Then tap on “Install.” The app will now be downloaded and will appear in your “Work/Business” section
- When you open a file, the app will open automatically

**Please note:** You can only open one file at a time. It is not possible, for example, to open several Word files simultaneously.

## 7.6 Microsoft Authenticator app

The Microsoft Authenticator app enables **multifactor authentication (MFA)**.

You will need the Microsoft Authenticator app, for example, for:

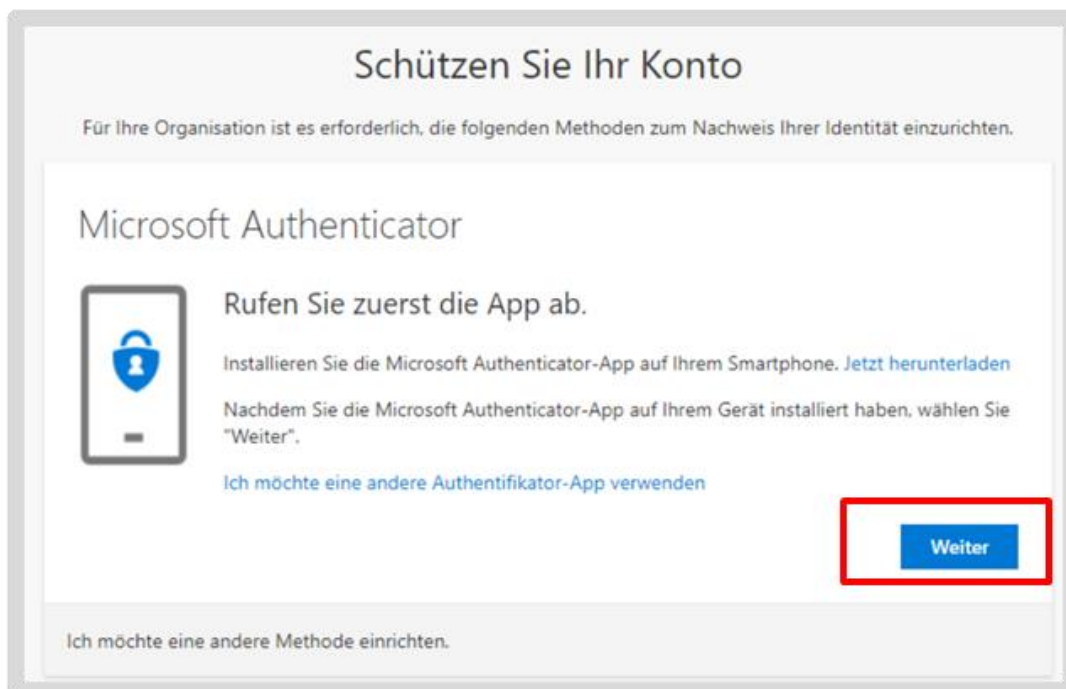
- VPN connection to Basic Workplace MAC
- Using the DB Admin account
- Accessing specific applications, e.g., SAP



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

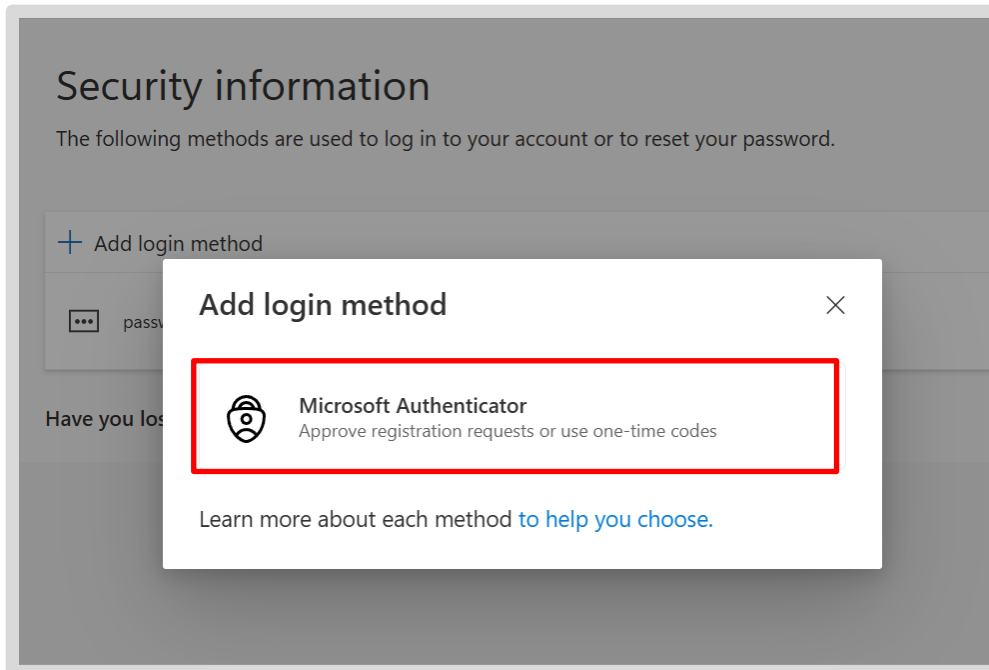
### Using the Microsoft Authenticator app for the first time

When you tap on an app that requires the Microsoft Authenticator app, this dialogue box opens. Tap on 'Continue' and follow the step-by-step instructions; to do this, tap on the 'MFA setup guide' button



Or you can launch the Microsoft Authenticator app yourself:

- Tap on [db.de/authenticator](https://db.de/authenticator) on your BKU or Basic Workplace computer
- Tap the “plus icon” and the “Add sign-in method” button
- A dialogue box will open; select “Microsoft Authenticator”



- Switch to your smartphone/tablet and open the Microsoft Authenticator app
- Open this page for [step-by-step instructions](#), tap the “MFA setup guide” button and follow the steps provided
- You can then use the Microsoft Authenticator app for authentication on your smartphone/tablet

### Switching from an old to a new DB smartphone/tablet

If you have already used the Microsoft Authenticator app, please note the following:

- If you need to use the Authenticator app whilst setting up your new smartphone/tablet, use your old smartphone/tablet to connect it to the Authenticator app
- Open these [step-by-step instructions](#), tap the ‘MFA setup guide’ button and follow the steps provided
- You can then use the Microsoft Authenticator app on your new smartphone/tablet and reset your old smartphone/tablet. If you have used the Authenticator app for websites or tools, reactivate the app in
- **Tip:** If you have difficulty reactivating the connections in the Authenticator app after recovery, use the self-service portal at [db.de/resetmfa](https://db.de/resetmfa) and follow the steps from top to bottom

---

## 7.7 Takeaway: DB apps

Where can I find DB apps?

The most important apps are already installed on your work smartphone/tablet. If you wish to download further work apps, do so via the **DB Google Play Store**.

There you will find, for example, Outlook, Word, and OneDrive, as well as DB-specific apps such as Meine DB or DB Planet.

You can download personal apps via the Google Play Store.

### **Where can I find information about my smartphone/tablet?**

For any questions about your smartphone/tablet, use the DB Mobil app. In the 'Instructions' tab, you will find guides, and in the 'Service' tab, you will find useful information about your device.

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

## 8 Backing up data

### 8.1 Backing up work data to OneDrive

You have a smartphone/tablet with an Enterprise version. This means that work and personal documents are strictly separated when it comes to backups.

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

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

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

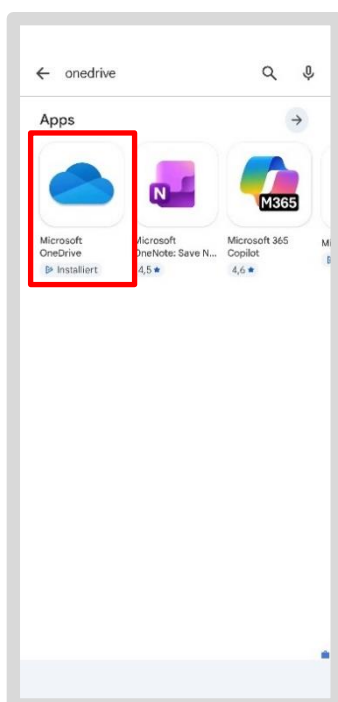
To save photos and other documents, such as PDFs or Word files, you will need the Microsoft ‘OneDrive’ app. With this app, you can store all your work-related data in the cloud and then access it at any time from all your work devices. This means you can, for example, access your data from your work PC.



### 8.2 Setting 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 further information on setup in [Chapter 7.3 Outlook](#).

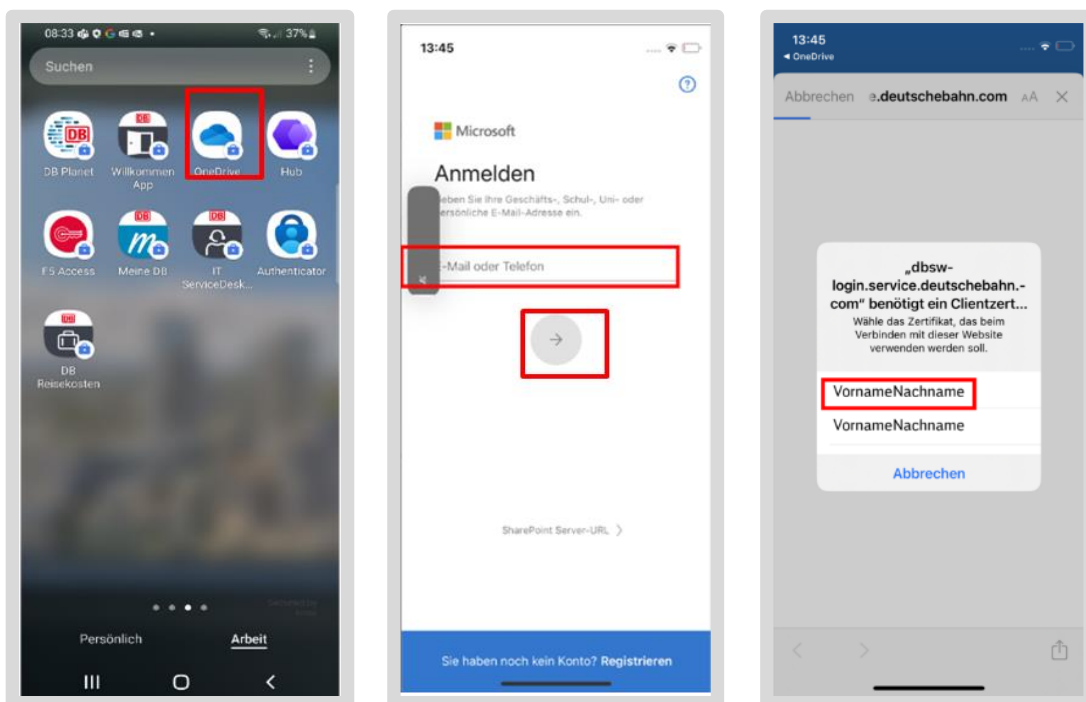
- Hold your tablet in portrait mode to ensure that the screens match the layout shown in the instructions
- Download the ‘OneDrive’ app. To do this, open the DB Google Play Store
- Search for the “Microsoft OneDrive” app



## 8.2.1 Android 15

Once installed, the app will appear as an icon (hint: cloud) named OneDrive in the 'Work/Business' section on the home screen of your smartphone/tablet.

- Open the *OneDrive app* by tapping the icon
- Confirm that the app is allowed to send you notifications
- Select **“Sign in”**
- Enter your DB email address – you will be logged in automatically
- Select your DB User certificate
- You will now see all your files in OneDrive
- Enter your DB email address – you will be logged in automatically
- Select your DB User certificate



**Note:** If you are setting up OneDrive for the first time, it may take a few minutes for all your data to synchronize.

### Backing up all system settings

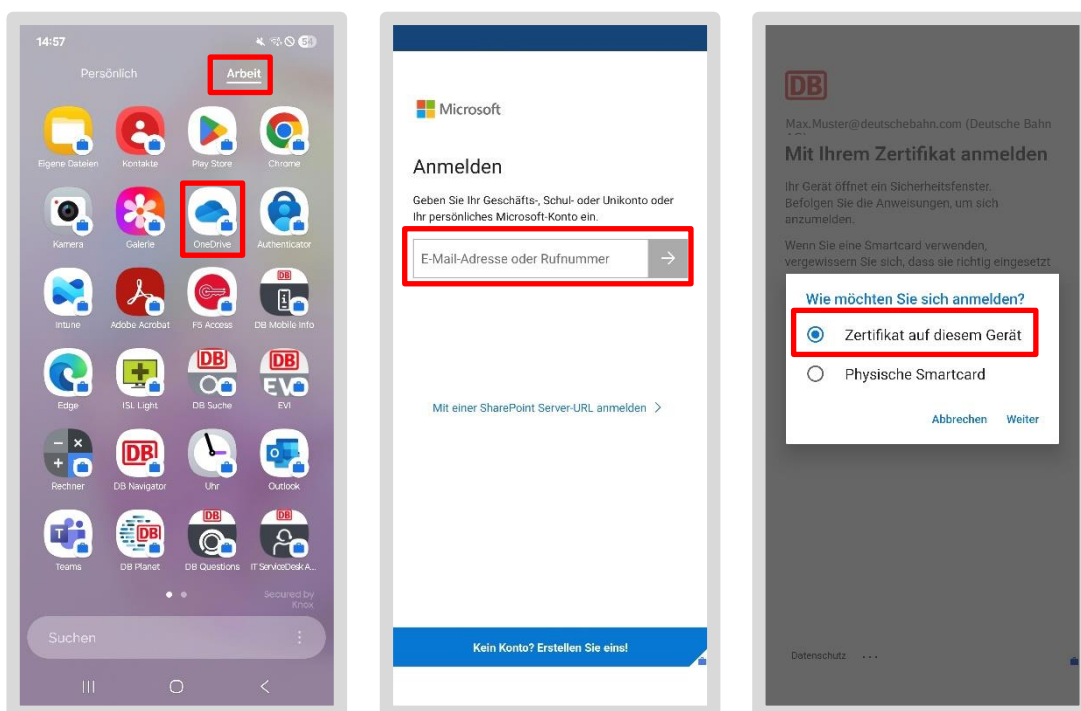
If you ever need a factory reset on your smartphone/tablet, make sure to back up your system settings as well.

Take screenshots or make notes of your individual settings and your specific work-related DB apps. Save these in OneDrive as well, so that you can refer to them as notes during the restoration process.

## 8.2.2 Android 16

After installation, the app will appear as an icon (hint: cloud) named OneDrive in the ‘Work/Business’ area on your smartphone/tablet’s home screen.

- Open the *OneDrive app* by tapping the icon
- Confirm that the app is allowed to send you notifications
- Select “*Sign in*”
- Enter your DB email address and confirm by tapping the blue arrow
- Then select your DB User certificate from “*Certificate on this device*”
- Confirm by tapping “*Select*”



You can now see all the files you have stored in OneDrive.

**Important:** If you find yourself back at the login screen after selecting the certificate, please re-enter your DB email address and try logging in again.

**Note:** If you are setting up OneDrive for the first time, it may take a few minutes for all your data to synchronize.

### Backing up all system settings

If you ever perform a factory reset on your smartphone/tablet, make sure to back up your system settings as well.

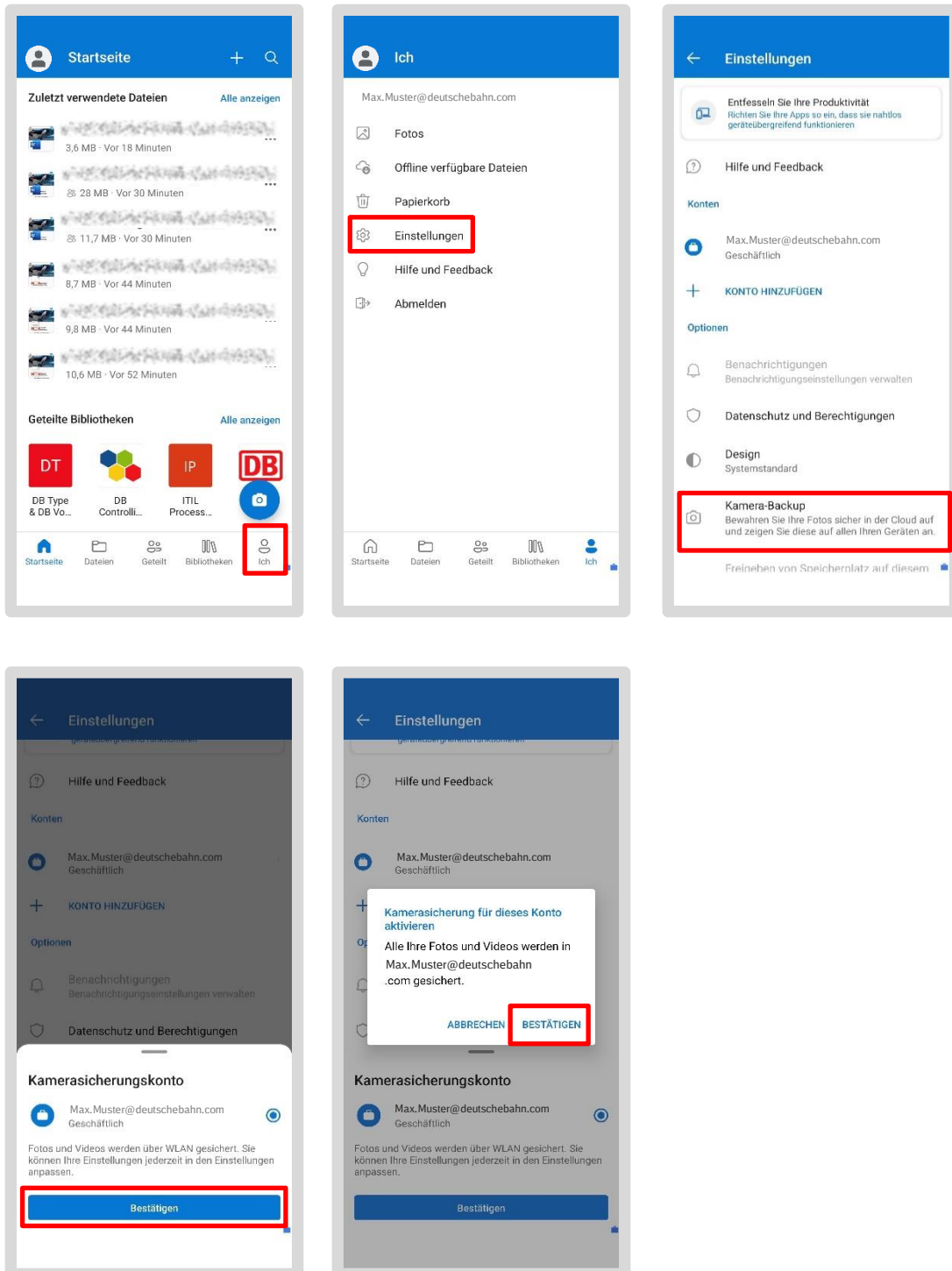
#### Tip:

Take screenshots or make notes of your individual settings and your specific work-related DB apps. Save these in OneDrive as well, so you can refer to them as notes during the restoration process.

### 8.3 Backing up photos

If you want to automatically save your photos to OneDrive, proceed as follows:

- Open the *OneDrive* app
- Tap the 'Profile' icon in the bottom right-hand corner and then select 'Settings'
- Then select 'Camera backup'
- Then tap "Confirm" twice

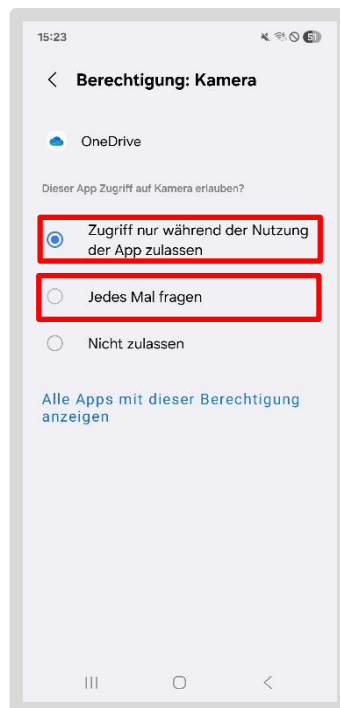
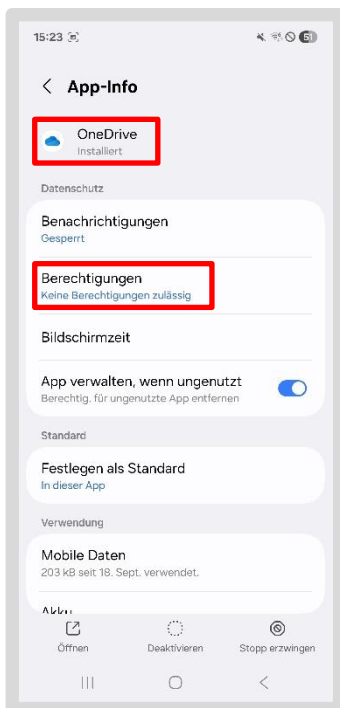


In the next step, you need to grant OneDrive permission to access your photos and camera. To do this, follow these steps:

- After confirming twice, an error message will appear stating that OneDrive lacks permissions
- Then tap the button on the right labelled ‘Customize settings’.
- You will then be taken to the app permissions settings

**If no error message appears or you have clicked it away:**

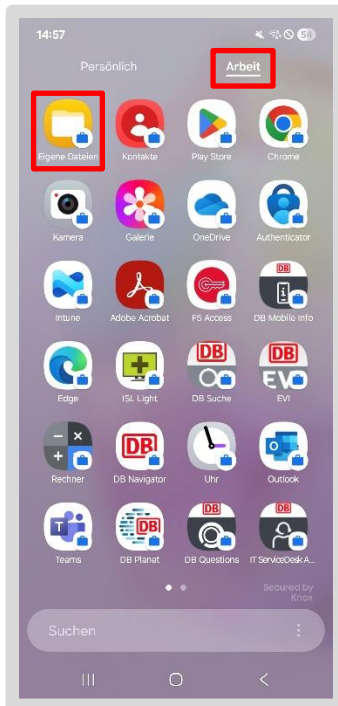
- Go to the “Apps” section under “Settings”
- Then select the OneDrive app under “Work”
- Tap on “Permissions”
- Tap “Camera” once and then “Photos and Videos” to grant OneDrive the permissions
- Decide for yourself whether you want OneDrive to ask you each time or whether you want to grant permanent access whilst using the app
- Once synchronization has been set up, every photo taken with the camera will be synchronized with OneDrive



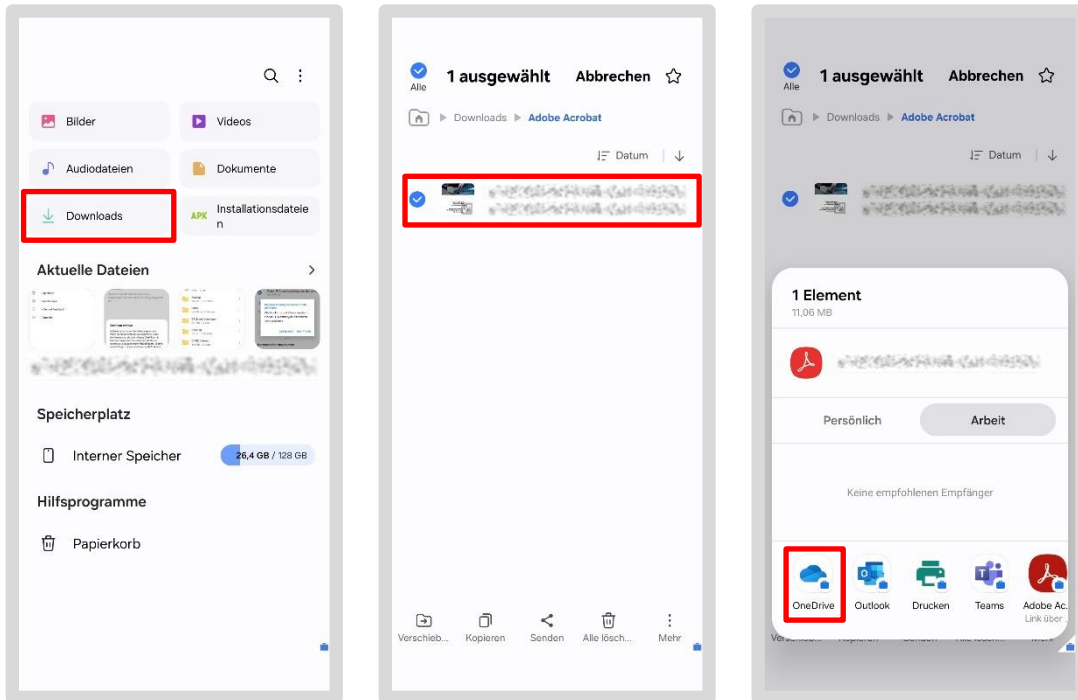
## 8.4 Back up PDF files

PDF files are usually saved to the Downloads folder in the ‘Work Area’ section. To back them up to OneDrive, follow these steps:

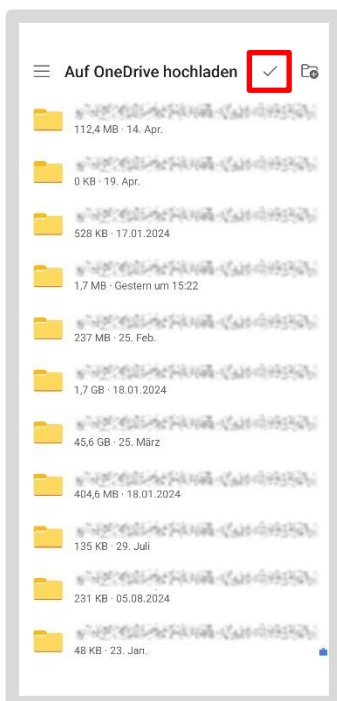
- Open the *Files app*



- Tap ‘Downloads’
- Press and hold the PDF file until a tick appears next to the name
- Tap “Send” at the bottom of the menu bar, then select “OneDrive”



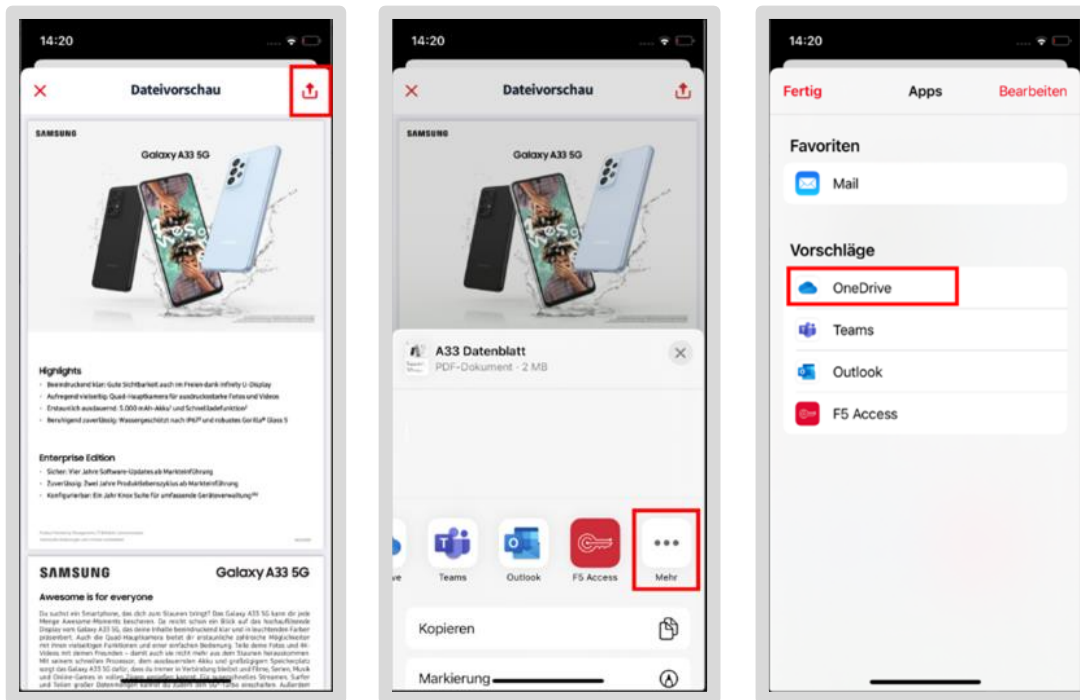
- Your personal folder in OneDrive will be displayed
- If this is not the right location: Tap the hamburger menu (three horizontal lines) in the top-left corner
- Select the folder where you want to save the PDF file, then tap the white tick in the top right-hand corner
- The file will now be uploaded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



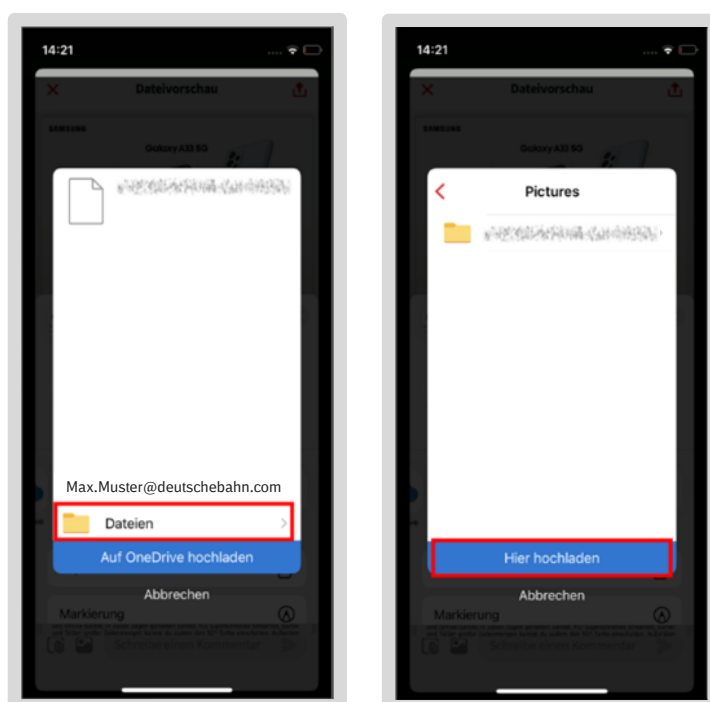
### 8.4.1 Save PDF files directly to OneDrive

PDF files can be saved directly to OneDrive; follow these steps:

- Open the file
- Tap the share icon in the top right-hand corner
- Select 'OneDrive' from the menu at the bottom (under the '...' dots)



- Select the folder where you want to save the PDF, then tap the white tick in the top right-hand corner

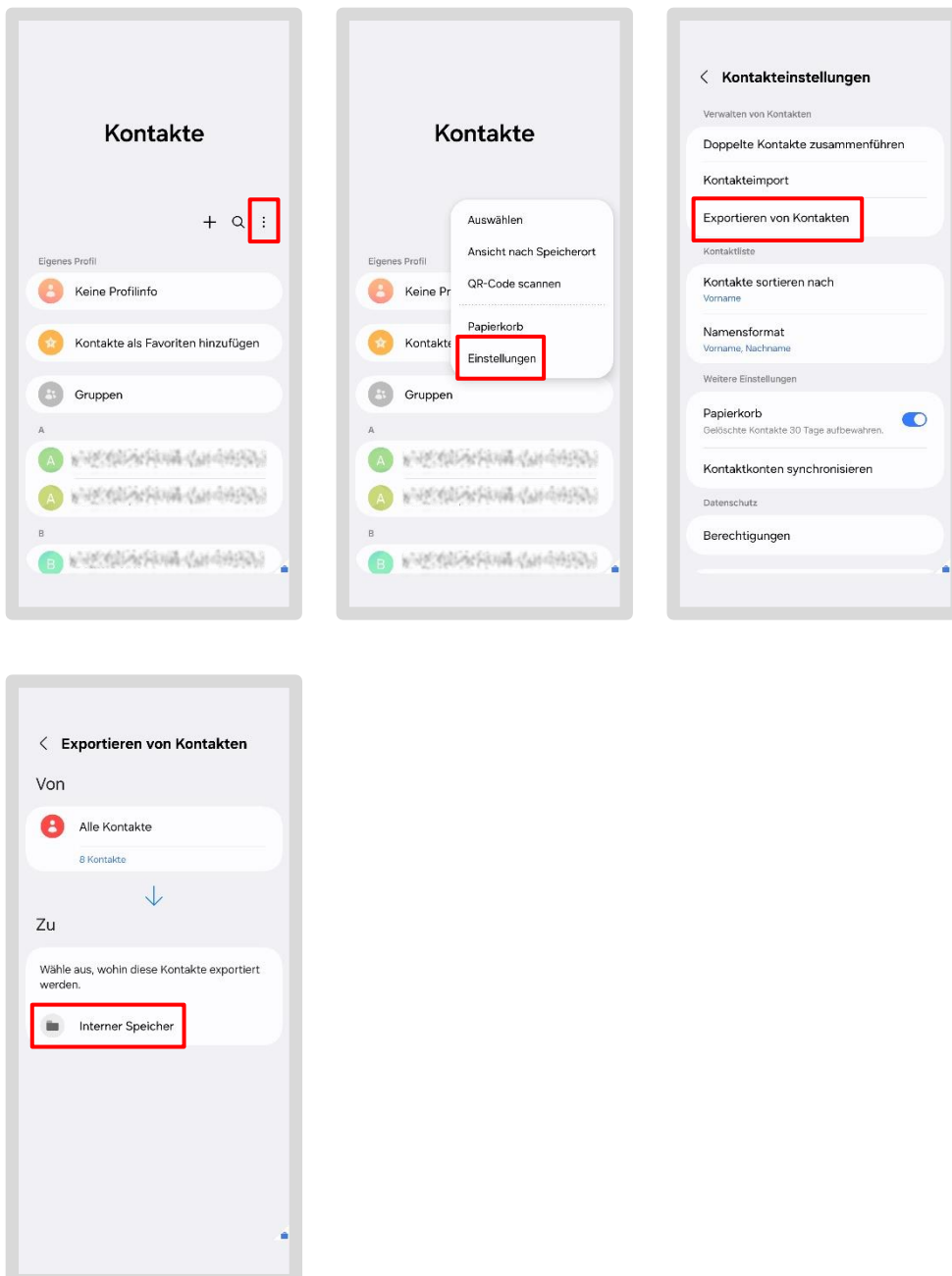


## 8.5 Back up contacts to OneDrive

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

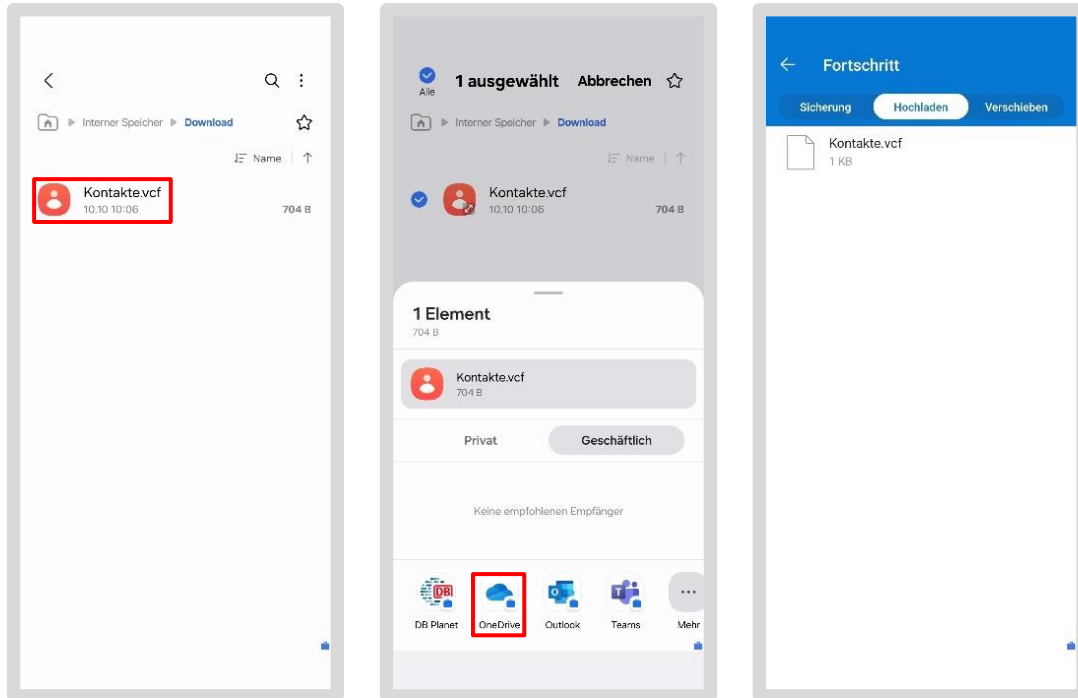
**Then follow these steps:**

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



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

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



Your contacts are now in your OneDrive folder.

## 8.6 Import contacts from OneDrive

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

**follow these steps:**

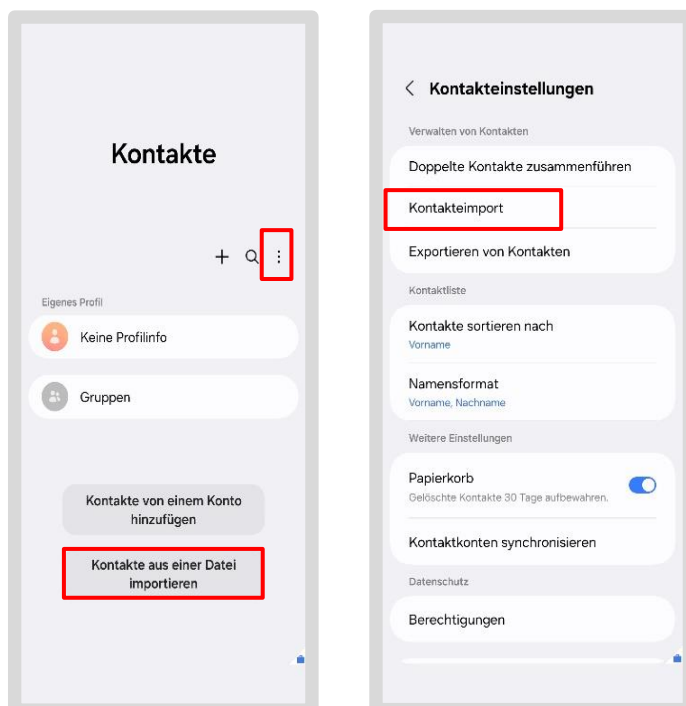
- Swipe up on the home screen
- Tap ‘Work’ in the top-right corner
- Open the *Contacts app*

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

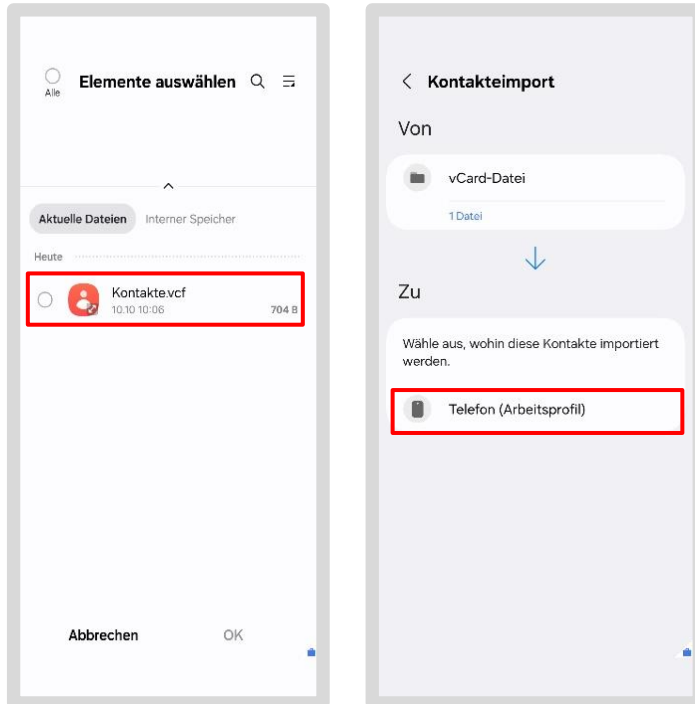
- Tap on “*Import contacts from a file*”
- Select “*Internal storage*”
- Select the file “*Contacts.vcf*”
- Tap on “*Phone (Work profile)*”
- Confirm by tapping “*Import*”

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

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

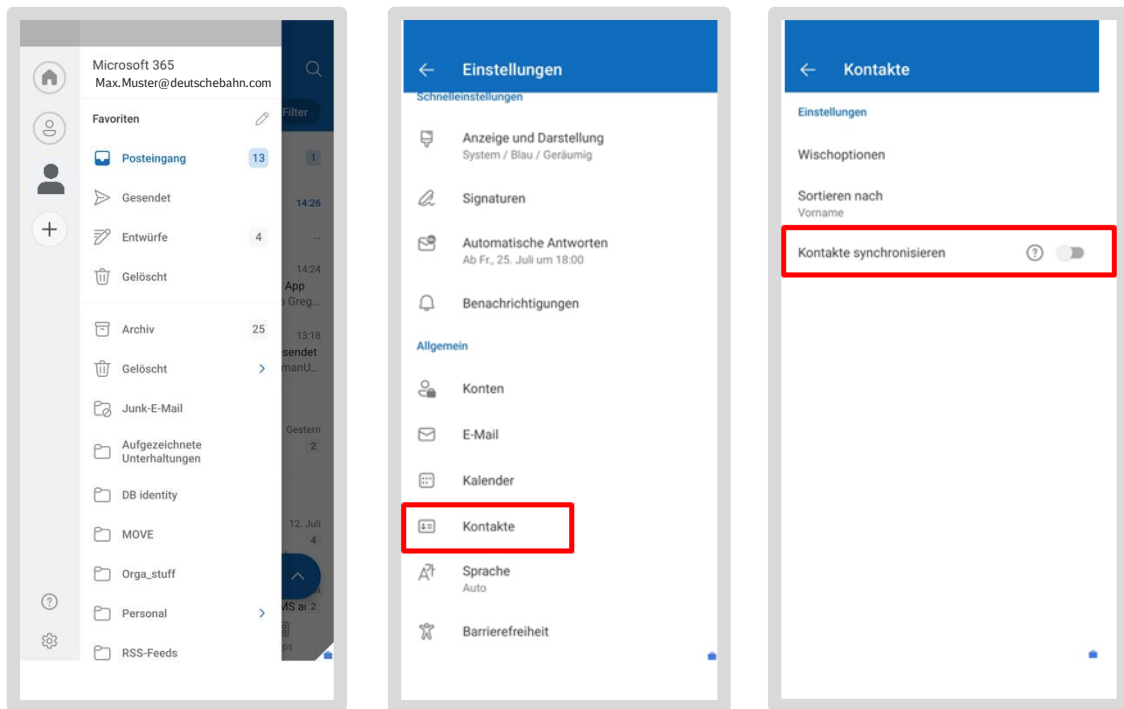


- Select the file “Contacts.vcf”
- Tap on “Phone (Work profile)”
- Confirm by tapping “Import”



## 8.7 Backing up contacts via Outlook

- Always manage your contacts directly in Outlook **on every device**; this way, you can access them from all your devices and do not need to back them up separately
- Tap the profile photo to the left of the word “Inbox”
- Tap the settings icon in the grey area at the bottom and then tap “Contacts” on the next screen
- Turn on the “Synchronize contacts” feature by tapping the slider



## 8.8 Backing up passwords

For smartphones/tablets running the Android operating system, the “Keepass2Android” app is available. You can use it to back up and access your passwords.

You can download the app from the Google Play Store. You can find instructions on how to set up the app here:

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

## 8.9 Backing up personal data

If you have stored private photos, contacts, files and documents on your work smartphone or tablet, you must back these up yourself on a regular basis. This is because resetting your smartphone or tablet will also delete your personal data.

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

The process for backing up your private documents or photos/videos is described here:

> [mobileworkplace.deutschebahn.com/mobile-daten-sichern](https://mobileworkplace.deutschebahn.com/mobile-daten-sichern)

## 8.10 Take-Off: Where are your photos, files and documents?

- Your own work files are in the 'Work/Business' section of the My Files app
  - To back up work documents, you can use the OneDrive app, which you can open via the *Intune app*
  - OneDrive will ask for your work email address; enter it and your account will be activated straight away! This requires that you have installed the *Outlook app* and set up your user account (email linked to a certificate)
  - If you are not yet receiving work emails or have not yet set up an email account for Outlook, please do so here.
- > See [Chapter 7.3.1 Setting up Outlook/Creating an email account](#)



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

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

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

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

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

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

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

## 9 Data protection and usage information

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

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

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

## Terms of Use for “Mobile Data Communication”

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

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

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

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

## 9.1 Take-Off: Safety aspects

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

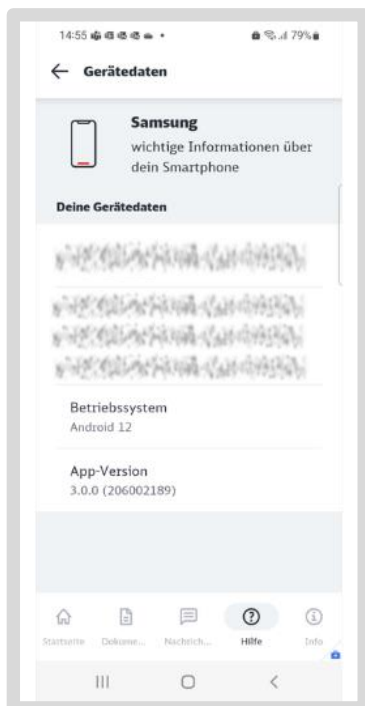
It is part of your job, so do not lend or sell it.

> If the smartphone/tablet needs to be returned for security reasons, please return it as described [here](#)

**Do not give thieves a chance:** use a strong password. For example, do not stick a note with your password on the screen.

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

To do this, open the Welcome app, use the tabs at the bottom of the screen to go to the 'Help' tab, and then select the 'Device data' sub-item. Here, your smartphone/tablet details, such as the serial number, IMEI or operating system version (e.g., Android 13 or iOS 17.5.1), will be displayed.



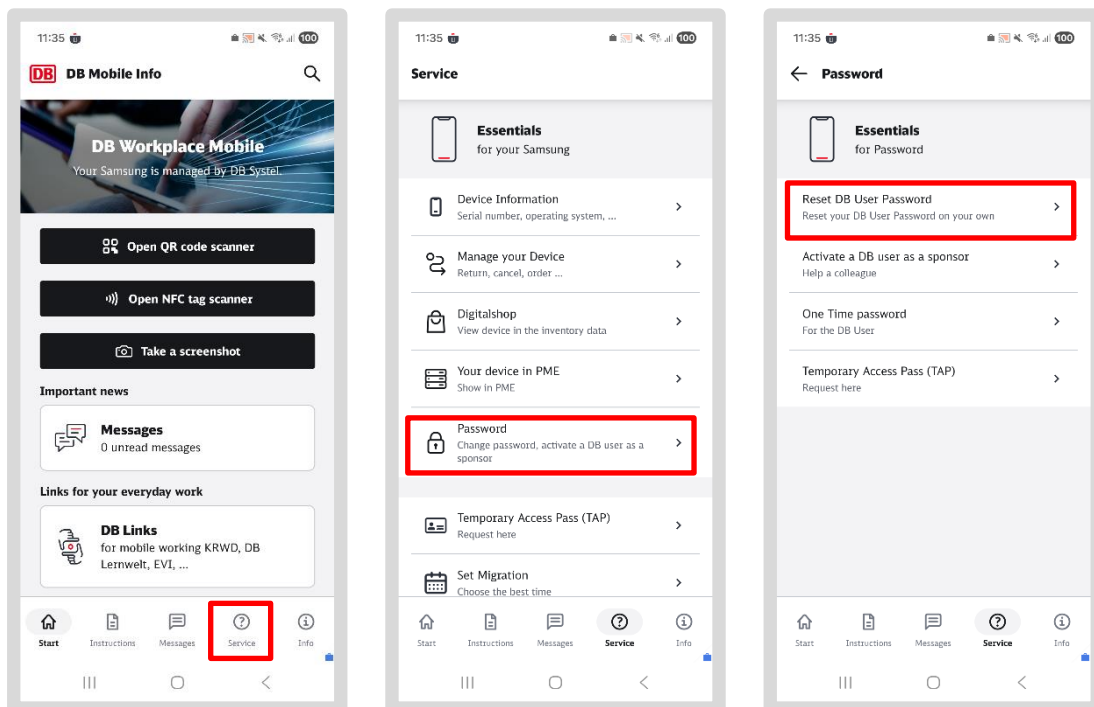
## 10 Forgotten password, returning a device

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

### 10.1 Forgotten or changing your DB User password

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

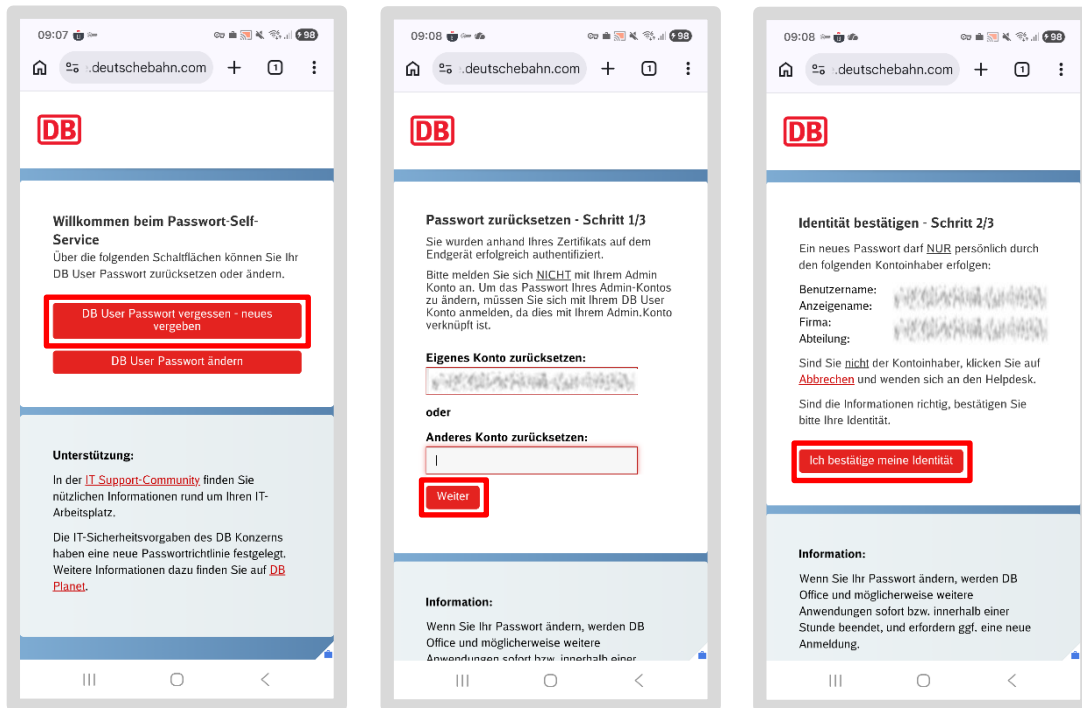
- In the *DB Mobil* app, select the ‘Service’ tab
- Tap on “Passwords”
- Then tap on “Reset DB User password”



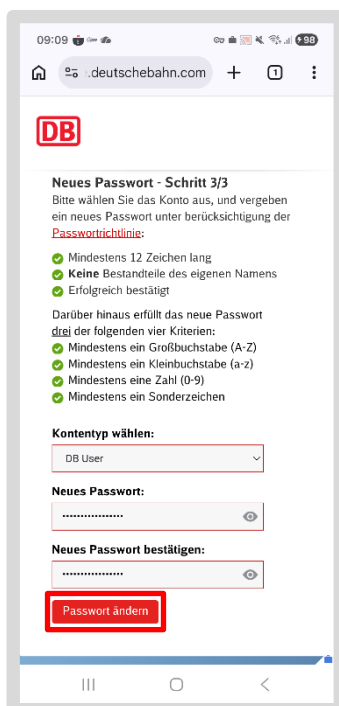
**Note:** At this point, a connection to F5 Access will be established automatically. This is necessary to take the following steps. If a connection to F5 Access has not been established, you must activate it manually to continue!

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

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



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



## 10.2 Help via the IT ServiceDesk App



The IT ServiceDesk App is the central technical point of contact for queries. From fault analysis to technical support for hardware and software issues on your device – here you can ask your questions and access helpful guides and important links.

### How to access the IT ServiceDesk App

- Open the “IT ServiceDesk App” in the “Work/Business” section
- Or access it via the link: [db.de/itservicedesk](https://db.de/itservicedesk)
- You will find the menu in the top-left corner of the app
- Click on “New Service Request” and then select the method you wish to use to submit your request



You can also do the following in the IT ServiceDesk App under “Self-Service & Links”:

- Update your DB User password
- Change or delete your DB User mobile number

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### 10.3 Lost your smartphone or tablet?

Call the **IT ServiceDesk** immediately:

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

**Inform your contract officer (mobile) immediately:**

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

**Report the loss in the Digitalshop:**

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

---

## 10.4 Faulty smartphone/tablet

### Inform your contract officer (mobile) immediately:

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

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

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

---

## 10.5 Returning a smartphone/tablet?

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

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

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

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

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

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

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

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

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

---

## **10.6 Congratulations!**

You have successfully set up your work smartphone/tablet!

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

We hope you enjoy using it!

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

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