



Operating system version from Android 15

Initial setup Samsung/Nokia/HMD

DB Workplace Mobile

DB Systel GmbH | 15.10.2026

Table of Contents

1 Important app: App DB Mobile Info	5
2 Unpack your smartphone/tablet	6
2.1 Two ways to deliver your smartphone/tablet	6
2.2 You ordered your new smartphone/tablet yourself and have now received it?	6
2.3 Checking the scope of delivery	6
2.4 Short version of setup smartphone/tablet	6
3 Prerequisite: DB User	7
3.1 Already present in the group and DB users for some time	7
3.2 New to the group, necessary account: DB User	7
4 Initial setup smartphone/tablet	8
4.1 Insert SIM card	8
4.2 SIM PIN	8
4.3 Create a screen lock	8
4.4 Set up Wi-Fi	9
4.5 Setting up Wi-Fi in the DB building	10
4.6 Activate smartphone/tablet - Create a temporary access pass (TAP)	11
4.6.1 What is necessary for the creation of the Temporary Access Pass (TAP)	11
4.6.2 Create a Temporary Access Pass (TAP)	11
4.6.3 Create a temporary access pass for a colleague	14
4.7 Activate smartphone/tablet: Intune app	16
4.8 Set up access to all DB apps and websites	17
4.9 DB Apps	18
4.10 Change your screen lock	19
4.11 MS Defender App – Activation required	20
4.12 Deactivate advertising ID	24
4.13 Take-Off: "Log in to your smartphone/tablet"	24
4.14 Notes on daily switching on	25
5 Other settings	26
5.1 Install Android OS Updates	26
5.2 Quick access/Control Center	26
5.3 Connect to the Internet	28
5.3.1 DB WLAN	28
5.3.2 Public Wi-Fi	28

5.3.3 About mobile data – your data flat rate	28
5.3.4 Your Vodafone contract – Elfe (electronic telecommunications bill)	28
5.3.5 Disable Data Alert	28
5.3.6 Offline mode (airplane mode)	31
5.4 F5 Access - Connect to a VPN	31
5.4.1 Set up the VPN connection	31
5.5 Take-Off: Certificates & VPN Connection	33
5.6 Improve battery life	34
6 Business and private content	35
6.1 Distinguishing between business and private life	35
6.2 Manage items on the home screen	36
6.3 Take-off: Private/business division + grouping of apps	36
7 The most important apps to start with	37
7.1 Download new DB apps	37
7.2 The DB Mobile Info app	37
7.2.1 Push notifications	38
7.2.2 Scan QR Codes	39
7.3 Setting up Outlook/creating an email account/setting up email encryption	40
7.3.1 Outlook: Setting up your e-mail signature	42
7.3.2 Outlook: Synchronize e-mail	43
7.3.3 Outlook: Create new contacts in	44
7.3.4 Outlook: Sync Contacts	44
7.4 DB M 365	45
7.5 Microsoft Authenticator App	46
7.6 Take-Away: DB Apps	47
8 Back up data	48
8.1 Back up work data in OneDrive	48
8.2 Set up OneDrive	48
8.3 Backup photos to OneDrive	51
8.4 Backup PDF files	53
8.5 Backup contacts to OneDrive	55
8.6 Import contacts from OneDrive	56
8.7 Backup contacts via Outlook	58
8.8 Secure passwords	58

8.9 Secure private data	58
8.10 Take-Off: Where are your photos and files or documents?	59
9 Privacy Policy and Usage Information	60
9.1 Take-Off: Safety Considerations	62
10 Forgot your password, return your device	63
10.1 DB User Forgot or Change Password	63
10.2 Help via the IT ServiceDesk app	65
10.3 Lost your smartphone/tablet?	66
10.4 Defective smartphone/tablet	67
10.5 Return smartphone/tablet?	67

1 Important app: App DB Mobile Info

This guide will tell you how to set up your smartphone/tablet. You will also get an overview of all topics related to your DB smartphone/tablet.



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

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

- Instructions for setting up and restoring your smartphone/tablet
- Useful links for working in DB Welt
- Important news and information about your smartphone/tablet

So take a look and stay up to date!

Note: The *DB Mobile Info app* is already installed on your smartphone/tablet, even if your smartphone/tablet is not yet set up.

2 Unpack your smartphone/tablet

2.1 Two ways to deliver your smartphone/tablet

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

- About an order in the digital shop
- > Go to Chapter 2.2 You ordered your new smartphone/tablet yourself and have now received it?
- Via an order from your cost center or mobile phone manager
- > Go to Chapter 2.3 Checking the scope of delivery

2.2 You ordered your new smartphone/tablet yourself and have now received it?

First check whether your name is on the package and whether you have received the correct package. Compare the order for this. If the assignment is not correct, ask your cost center or mobile phone manager.

- > Then go to Chapter 2.3 Checking the scope of delivery

2.3 Checking the scope of delivery

You have received your smartphone/tablet from your cost center or mobile phone manager or an order through the digital shop, so start with these steps:

Is everything there?

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

If ordered:

- Accessories such as charging cables, protective cases and power banks
- SIM card letter (sent by Vodafone, ask the mobile phone manager)

2.4 Short version of setup smartphone/tablet

Want a short version of the setup guide? Use the printed flyer:



- > You can find the flyer online at: Quick Start Guides
- > All information about the facility: db.de/mobile-setup
- > All information on how to reset/restore your smartphone/tablet: db.de/mobile-restore

3 Prerequisite: DB User

If you don't know what a DB user is, or you're not sure if you have a DB user, then continue in this chapter.

3.1 Already present in the group and DB users for some time

- > If you have a DB user, go to Chapter 4 Initial Setup Smartphone/Tablet

3.2 New to the group, necessary account: DB User

Are you new to the DB Group? How do you need a DB User for setting up your smartphone/tablet. The DB User gives you access to many corporate applications.

What is the DB user?

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

The prerequisite for this is that you have previously registered a DB User Account (created by your HR department).

How do I activate the DB User?

The DB User will be **one-time** together **with a sponsor Enabled**. In doing so, you place your DB User Password . You can find out how this works and who your sponsor is here:

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

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

How do I change my DB User password?

- > If you don't remember your password, you can change it in Password Self-Service
- > Or follow the instructions in Chapter 10.1 DB User Forgot or Change Password

4 Initial setup smartphone/tablet

4.1 Insert SIM card

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

- Open the compartment with the tool (in the packaging of your smartphone/tablet)
- Pull out the card holder and insert the SIM card
- Insert the card holder back into the smartphone/tablet

4.2 SIM PIN

Note: Connect your smartphone/tablet to the power supply beforehand with the power adapter.

- Press the On button
- When your smartphone/tablet boots up, it asks you for a PIN (this is the PIN for the SIM card you just inserted into the smartphone/tablet)

You can get the PIN like this:

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

4.3 Create a screen lock

The screen lock is a personal password or combination of numbers that you set yourself to secure your smartphone/tablet. To set it up, you need to enter an initial password. To do this, follow these steps:

- Swipe your finger across the screen once
- You will now be asked for a "password"
- Enter the following password to set it up: **DB-Device2019**
- Tap OK

Note: You can change the screen lock now or later

> To do this, go to [Chapter 4.10 Change Screen Lock](#)

4.4 Set up Wi-Fi

Next, set up Wi-Fi. To do this, choose one of these options:

- Use your **mobile data** if you have a SIM card in your smartphone/tablet (this could be subject to a fee!)
- Set up a hotspot with your private smartphone/tablet

or

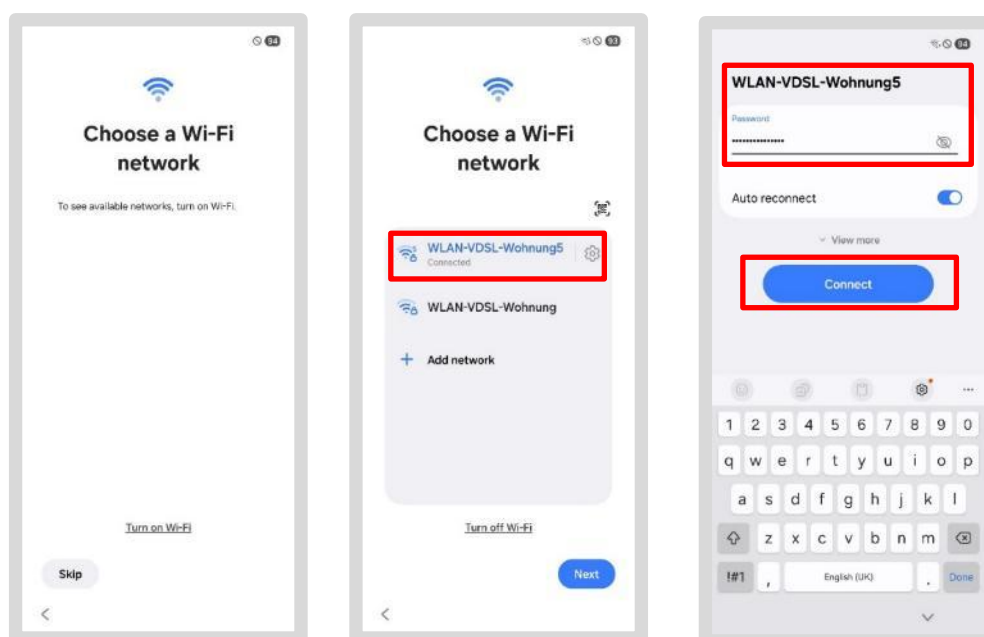
- Use a hotspot from a colleague's DB smartphone/tablet
- Use **your private Wi-Fi** if you work from home

For Samsung smartphone/tablet:

- Use the wifi "dbs4mobile" if you have booked this product
- > see: <https://dbquestions.extranet.deutschebahn.com/question/27780>

When choosing a private Wi-Fi, proceed as follows:

- Tap the Wi-Fi network you want to select
- Enter your personal credentials and tap Connect
- For a second query, tap Next



As soon as your smartphone/tablet is connected to the Wi-Fi, it is automatically linked to DB Management (Intune).

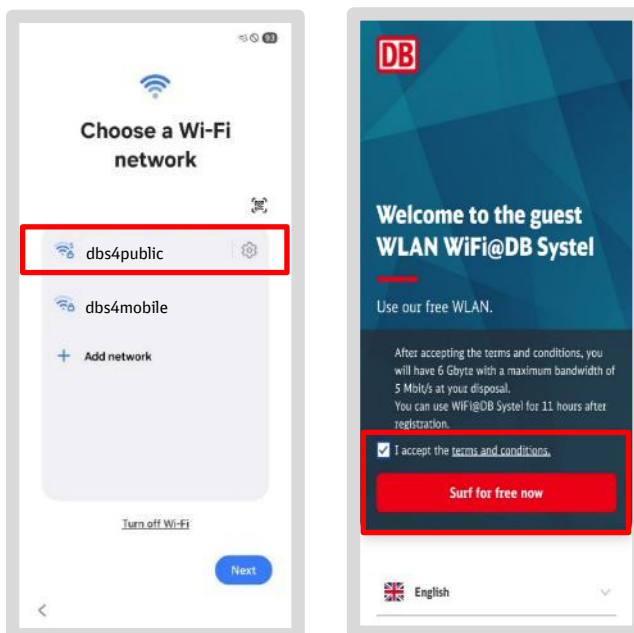
> Go to [Chapter 4.6 Activating a Device: Creating a Temporary Access Pass \(TAP\)](#)

4.5 Setting up Wi-Fi in the DB building

Since the WLAN "dbs4public" does not always work satisfactorily in the DB buildings, we recommend that you select one of the steps presented in [Chapter 4.4 Setting up WLAN](#).

How to connect in a **DB Building** with the WLAN "dbs4public":

- Tap on the "dbs4public" Wi-Fi network
- Accept the T&Cs in the dialog box
- Tap Free Browsing Now
- Then tap "Close" or wait until the window closes



As soon as your smartphone/tablet is connected to the Wi-Fi, it is automatically linked to DB Management (Intune).

> Go to [Chapter 4.6 Activating a Device: Creating a Temporary Access Pass \(TAP\)](#)

4.6 Activate smartphone/tablet - Create a temporary access pass (TAP)

4.6.1 What is necessary for the creation of the Temporary Access Pass (TAP)

To set up your smartphone/tablet in DB Management, you need these things:

- a valid temporary access pass (TAP)
- Your DB User Name and DB User Password
- the Intune app

Just for information:

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

> If you **have forgotten your DB User password**, you can reset it under db.de/passwort

Alternatively: Open the *DB Mobile Info* app on your old smartphone/tablet, select the "Service" tab and tap on the line "Reset DB User Password"

> You **can find out how** to change your password in Chapter 10.1 DB User Forgot or Change Password

> You can find **out how to** get your DB User in Chapter 3 Prerequisite: DB User

> Your **"DB User Name"** can be found in DeBI under: db.de/debi

4.6.2 Create a Temporary Access Pass (TAP)

> **Note:** You can find a video tutorial at db.de/mobile-videoanleitung

Variant 1:

You have a second smartphone/tablet or a DB Workplace Windows or Mac that is logged in to DB Management (Intune). In this case, stay in the current chapter.

Variant 2:

A colleague from the same company (z.B. DB sales) will support you if he/she owns a DB smartphone/tablet (or iPhone/iPad) or a DB Workplace Windows or Mac.

> Go to Chapter 4.6.3 Temporary Access Pass for a Colleague: Create in

Variant 3 - Expert Mode:

You only own one smartphone/tablet and were able to use it to the extent that you created a temporary access pass (TAP) before the reset. Make a note of your access pass.

> Then go to Chapter 4.7 Activating a smartphone/tablet: Intune app

Note: Your tap is only valid for 60 minutes and for multiple smartphones/tablets!

Important! With the new smartphone/tablet, a temporary access pass (TAP) cannot be created during setup. Therefore, leave your old smartphone/tablet on or do not reset it.

Continue with variant 1:

- Open your default browser and go to db.de/tap
- Enter your DB User Name and DB User Password
- Select For Myself and tap the blue button
- Now select "DB Workplace Mobile"
- You'll then see the Temporary Access Pass (TAP)
- Write down the Temporary Access Pass (TAP) on a piece of paper or notebook

Note: The TAP is now valid for 60 minutes and for multiple smartphones/tablets. You will need it later when setting it up in the **Intune App!**

Important!

The **TAP** may only be used in the **Intune App** even if you're asked for it in another DB app or device.

- You can now activate your phone/tablet in the *Intune app*

> Go directly to [Chapter 4.7 Activating a smartphone/tablet: Intune app](#)

Important!

Your smartphone/tablet is not yet connected to the DB Management!

Enter the **Temporary Access Pass (TAP)** in the *Intune App*.

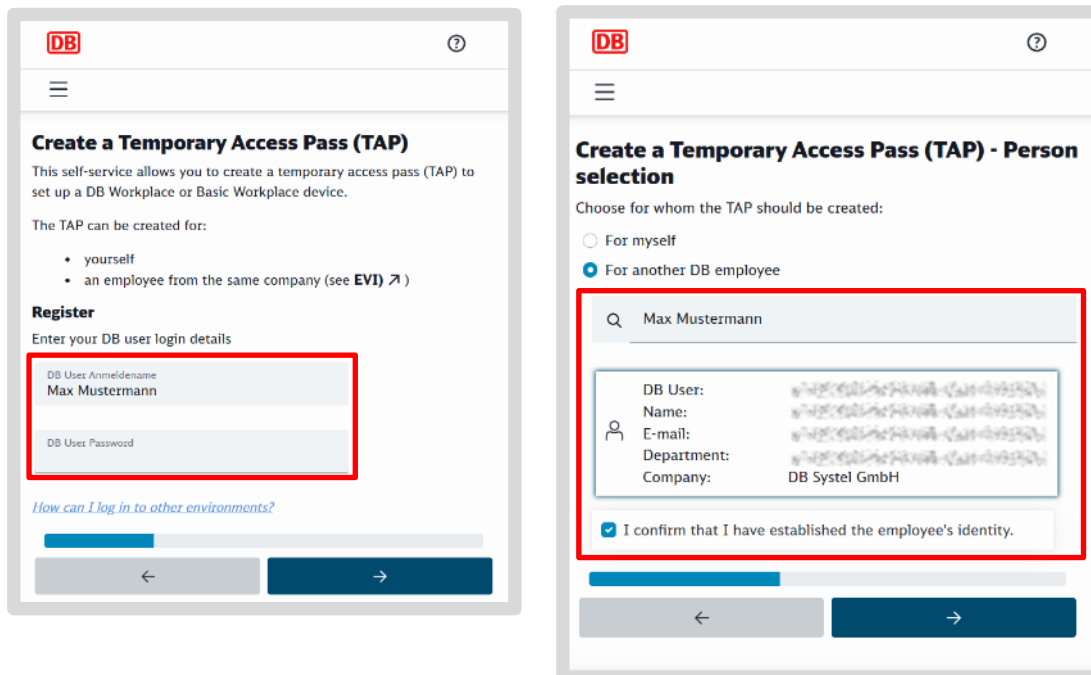
Follow the step-by-step instructions in

> [Chapter 4.7 Activating a smartphone/tablet: Intune app](#)

4.6.3 Create a temporary access pass for a colleague

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

- Open your default browser and go to db.de/tap
- Enter your DB User Name and DB User Password
- Select "For another DB employee"
- Enter the DB user name of your colleague(s): in and tap on the magnifying glass
- Select the correct colleague(s): in and confirm the entry below
- 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

Search: Max Mustermann

DB User: [redacted]
Name: [redacted]
E-mail: [redacted]
Department: [redacted]
Company: DB Systel GmbH

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

The colleague must now enter his/her DB user password:

- To do this, let the colleague: in to the computer
- or
- Give control in *Teams* to the colleague: in
 - The DB colleague: enter the DB user password in
 - Now select "DB Workplace Mobile"
 - You'll then see the Temporary Access Pass (TAP)
 - Write down the Temporary Access Pass (TAP) on a piece of paper or notebook

Note: The TAP is now valid for 60 minutes and for multiple smartphones/tablets. You will need it later when setting it up in the **Intune App!**

Issue a Temporary Access Pass (TAP) for Lisa Mustermann

The TAP recipient must now sign in.

Sign in

DB user login name
Lisa Mustermann

DB user password

Important note for recipients: Sign in personally with your DB user credentials. Never share this information with anyone else.

Create a Temporary Access Pass (TAP)

y&r3%9=cg2u#

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

- The colleague: in can now use his smartphone/tablet in the *Intune App* Activate

> Go directly to [Chapter 4.7 Activating a smartphone/tablet: Intune app](#)

Important!

Your smartphone/tablet is not yet connected to the DB Management!

Enter the **Temporary Access Pass (TAP)** in the *Intune App* a.

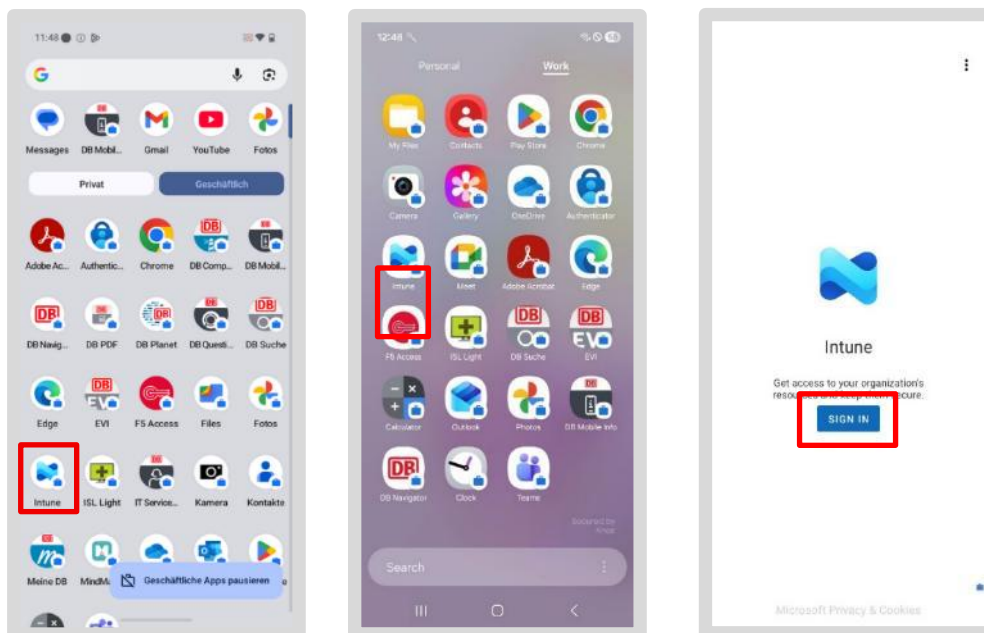
Follow the step-by-step instructions in

> [Chapter 4.7 Activating a smartphone/tablet: Intune app](#)

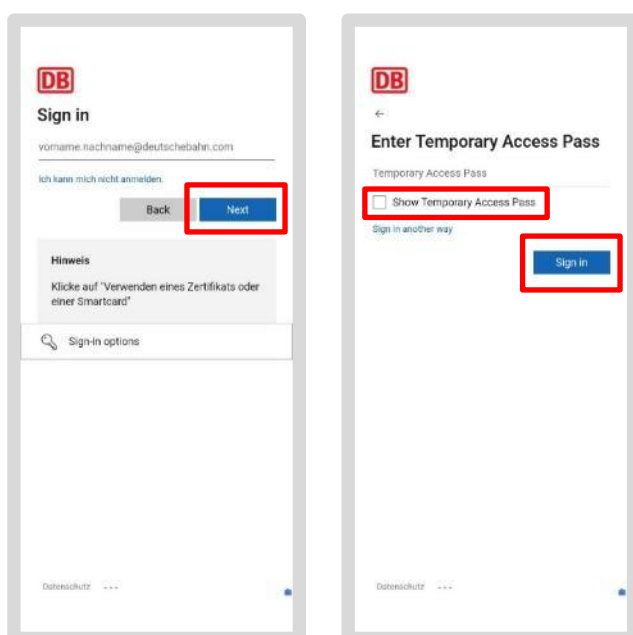
4.7 Activate smartphone/tablet: Intune app

> **Note:** You can find a video tutorial under db.de/mobile-videoanleitung

- First, check if you've received a Temporary Access Pass (TAP)
- Then open the *Intune* app
- Then tap Sign In



- Enter your **DB User email address** (Non: DB User) and tap "Continue"
- **Tip:** Check the box next to "Show temporary access pass"
- Enter your TAP and tap Sign In



If you get an error message:

- Create a new TAP and log in again!
- > Go to [Chapter 4.6 Activating a Smartphone/Tablet - Creating a Temporary Access Pass \(TAP\)](#)
- > Otherwise, continue to [Chapter 4.8 Setting up access to all DB apps and websites](#)

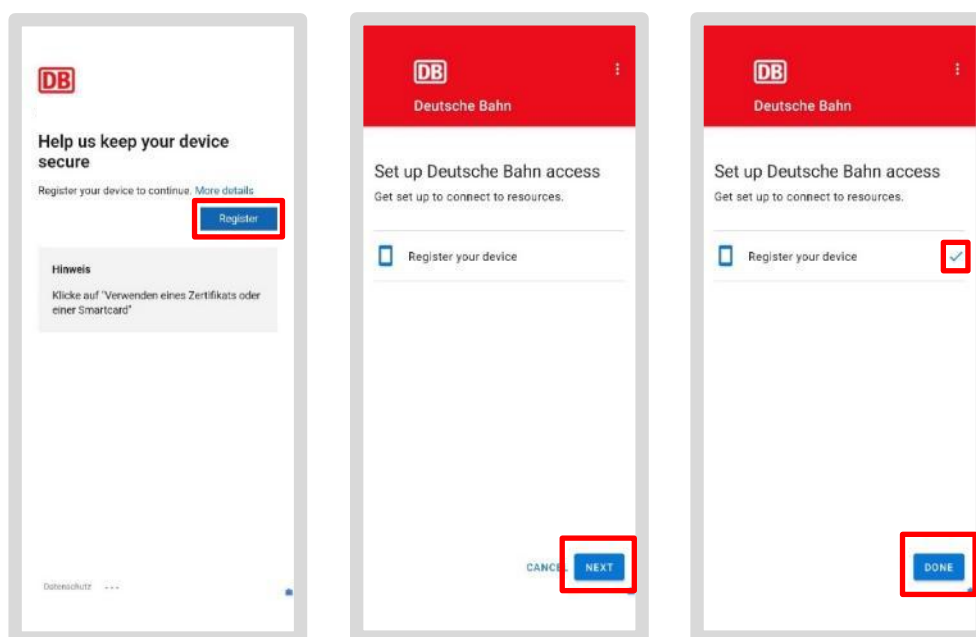
Note: As long as the Temporary Access Pass (TAP) is valid (within the 60 minutes) and you, for example, *Outlook*, *Teams* or the *IT ServiceDesk App*, you'll be asked for the Temporary Access Pass, type in your noted Temporary Access Pass here as well.

4.8 Set up access to all DB apps and websites

Note: Certificates can take 5 minutes to 1 hour to deploy. Only then can you use your apps like Outlook, Teams, etc.

Now access to DB Management is set up:

- Tap Sign Up, then tap Continue
- When the check mark for "Register device" appears, tap the "Done" button



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

- Open the Intune app and go through the steps again:
- > [Chapter 4.6 Activating a Smartphone/Tablet - Creating a Temporary Access Pass \(TAP\)](#)

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

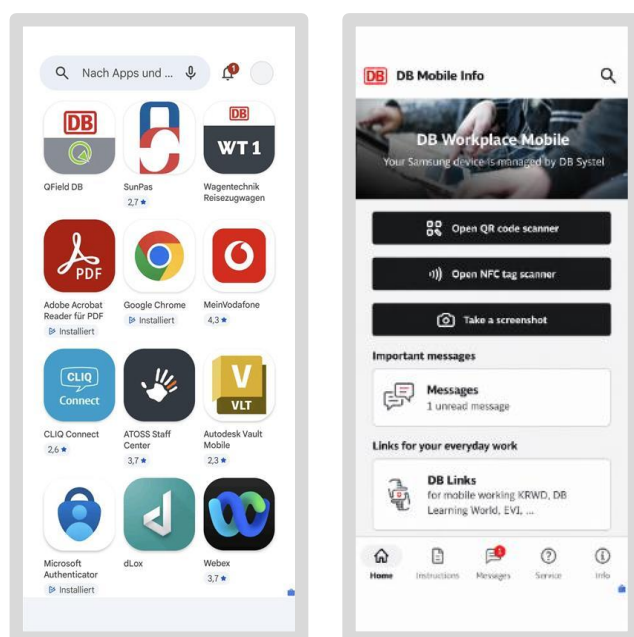
4.9 DB Apps

Note: The provision of the certificates can be **5 minutes to 24 hours** . Only then can you use your apps like *Outlook*, *Teams*, etc.

After the setup is complete, DB apps such as *Outlook* or *Teams* are automatically downloaded. Your company- or business-specific apps are then loaded.

- You can download other DB apps from the official Google Play Store (the app with the suitcase symbol) in the "Business" section
- If you use *ASES* or *ATOSS Staff Center* as a time tracker, here is the guide to the most important functions:
 - > [ATOSS Staff Center - most important functions](#)
- If you use your Deutschlandticket in *DB Navigator* , you can reactivate it in this way:
 - > [Can I transfer the digital Deutschland-Ticket job ticket to another mobile phone?](#)

The **Welcome App** is **no longer** on the smartphone/tablet, that's what the **DB Mobile Info App** with all information, useful links and data about your DB smartphone/tablet.



4.10 Change your screen lock

Next, change the screen lock and set a new password or 8-digit number combination.

> You can find more information in [Chapter 9 Privacy Policy and Terms of Use](#)

Proceed as follows:

- Go to the Settings section
- Tap the Settings app in the Personal/Private section
- Or swipe your finger down from the top of the screen
- A bar with icons will open
- In the top right, tap the gear
- Tap Lock Screen and choose Lock Screen Type
- Enter your current screen lock. This is the password from the Unlock step the first time (**DB-Device2019**)

For tablets:

- Select "No, thanks" from the following selection, then tap "Continue"

Then move on:

- Select PIN or Password
- Enter a new password or PIN. Remember it well!

In addition, a so-called "biometric security" can be set up. This unlocks your smartphone/tablet via fingerprint or facial recognition.

Proceed as follows:

- Under "Biometrics," select "Fingerprints" or "Face"
- Scan your fingerprint or face
- Enter your current device password/PIN
- The device will now scan your face (Note: as a spectacle wearer, you must remove the glasses during the scanning process)
- When Face ID is set up, a notification will appear
- Confirm the "Quick Face Detection" message with "OK"

4.11 MS Defender App – Activation required

After activating *Outlook* and *Teams*, activate the app "*Microsoft Defender for Endpoint Mobile*" (*MS Defender App for short*) on your smartphone/tablet. The app protects against cyberattacks and scans existing apps for malicious software. For the protection to be active, open the app 1x.

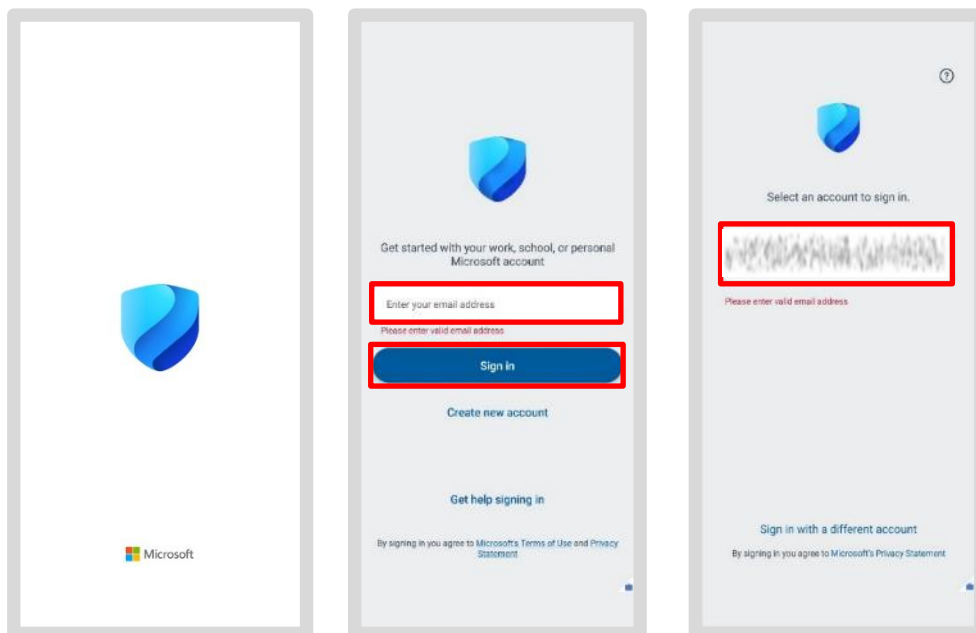
Due to the large number of different DB smartphones/tablets, there may be slight deviations in the description for individual steps.

Important: if your Smartphone/Tablet the **Defender not enabled** is yours Smartphone/Tablet not compliant with the applicable DB *CSIRT Secure Configuration Policies* and will **to 21 days Be of limited use**.

This means: Apps like Teams, Outlook, OneDrive are **no longer usable**.

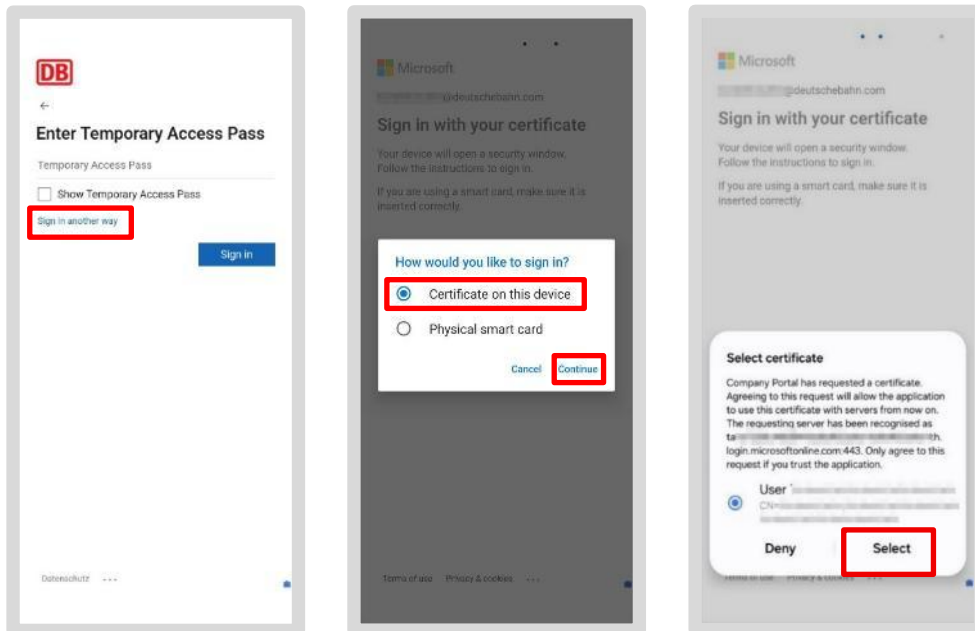
Setting up the MS Defender app:

- Go to the Work/Business section and open the "DB Google Play Store"
- Search for the Microsoft Defender: Antivirus app and tap Install
- Tap on the app icon of the *MS Defender app* to open the app
- You will be asked for your work email address
- Tap on the "Sign in" button or the app will automatically redirect 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 an hour, you may be asked to enter your temporary access pass again.

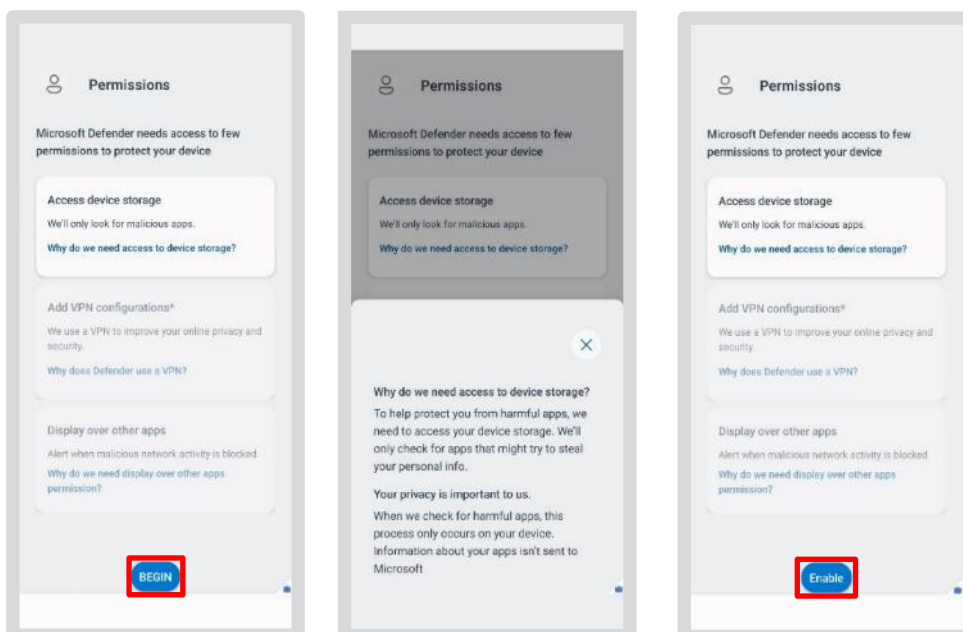
- Tap Sign in in another way
- When prompted, tap Certificate on This Device, then tap Next
- Select the certificate



Assign permissions

The app will ask you for permissions. At this point, the screens may appear in a different order to the instructions.

- Tap Activate
- Then tap Start
- The Settings *app* will open

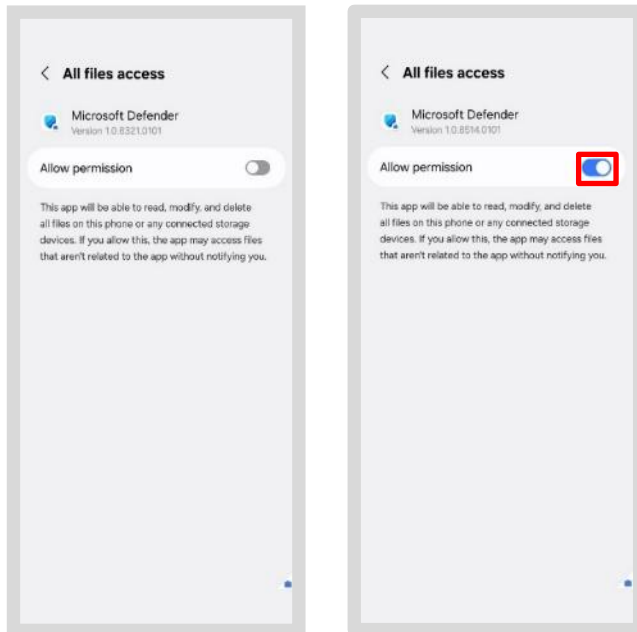


Background Info Permissions:

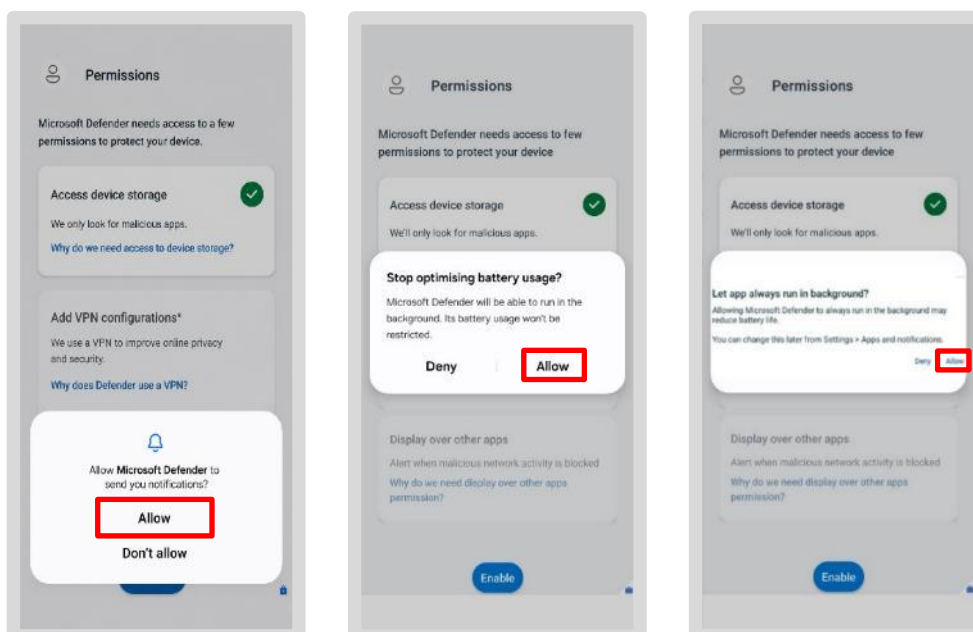
These permissions are required for the application to work properly and ensure security on your device.

You can display an info window for each of the individual permissions (e.g. by clicking on "Why do we need access to the device storage?"). However, some elements are not selectable (they are grayed out, such as "Add VPN configuration") or already activated (green tick, such as "Run in the background"), because they are predefined by the system.

- Now, slide the slider to the right to grant permission
- Tap "Allow" in the subsequent prompt



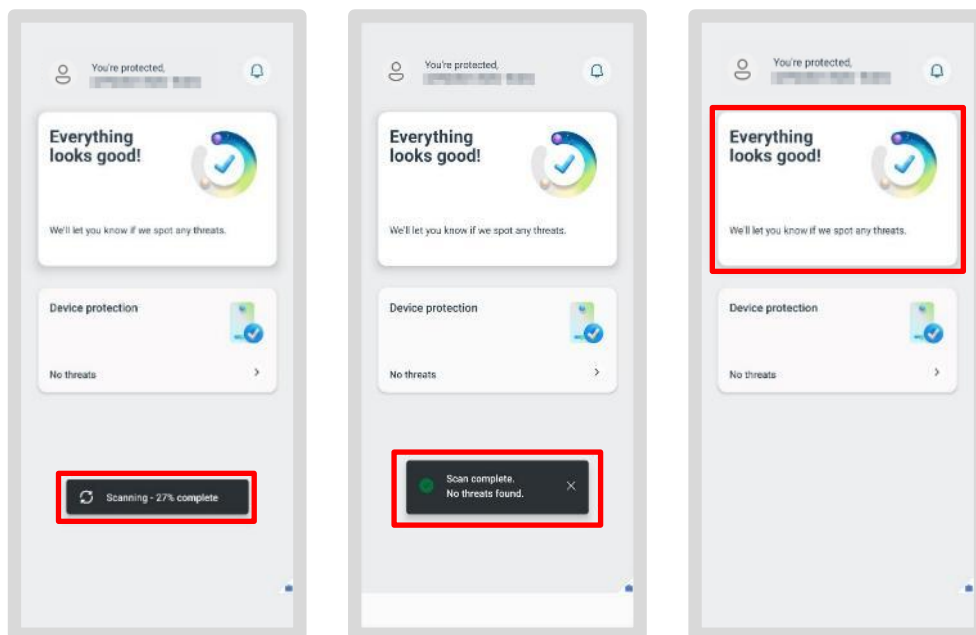
- Tap Allow for each of the following queries



Note: Depending on the device type, different authorizations will be asked! This may only result in one of the requested requests shown.

You will then land on the home page of the *MS Defender app*. A check for malware for your smartphone/tablet will be carried out automatically. Intermediate steps will be displayed during the check.

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



You've finished the initial setup! The device is now protected against malware.

4.12 Deactivate advertising ID

Corporate Data Protection recommends deactivating the advertising ID in order to prevent the creation of an advertising profile.

Google assigns a so-called advertising ID to every smartphone/tablet by default.

This can be used to create a profile based on your usage behavior and interests and to show you personalized advertising.

To do this, proceed as follows:

- Open Settings on your phone/tablet
- Tap Security & Privacy
- Scroll down and tap More Privacy Settings
- Then tap on "Advertising" and then "Delete Advertising ID"
- Confirm by tapping the blue button

The advertising ID is now deactivated, profile creation is no longer possible.

You can find more information about the advertising ID on DB Planet at:

> [Deactivate advertising ID on the Android smartphone/tablet](#)

4.13 Take-Off: "Log in to your smartphone/tablet"

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

- **SIM Card & SIM Card PIN**

You need the SIM card to make calls with your smartphone/tablet. You can find the SIM card and PIN in the Vodafone letter, which you will receive in advance

You have to enter the SIM PIN every time you turn it on.

If you have forgotten it and you don't remember it, the Super PIN (also called PUK) will help, you will find it in your Vodafone letter. If you don't remember it either, contact your mobile phone manager. He can ask for the PUK at any time via the Vodafone service hotline. You can find more options for the Super PIN or PUK in [DB-Questions](#).

- **Screen Lock Password**

When unlocking for the first time, the password is **DB-Device2019**

The screen lock is a personal password or a combination of numbers of 8 digits. With it you secure your smartphone/tablet from unauthorized access, remember them well.

- **DB User Login Name & DB User Password**

You need your DB User login name and DB User password to log in to many DB apps and websites.

The DB User login name consists of first and last names.

You have set the DB User password yourself when activating.

If you don't remember your password, change it in [Password Self-Service \(https://self.service.deutschebahn.com/my.policy\)](https://self.service.deutschebahn.com/my.policy).

Note: Some tools, such as e.g. ASES, have their own passwords. You can save these in the "Keepass2Android" app (this only applies to smartphones/tablets with Android operating system).

> [You can find out how to set up the DB Password app here](#)

- **DB User Email & Temporary Access Pass (TAP) for Activation**

You can get the [temporary access pass \(TAP\)](#) via db.de/tap or the *DB Mobile Info app*. This is valid for 60 minutes and for several devices.

This will allow you to register in the *Intune App* and activate your smartphone/tablet.

In summary:

Setting up your DB smartphone/tablet - proceed as follows:

- Insert the SIM card and turn on the smartphone/tablet
- Get a temporary access pass via *DB Mobile Info* or via db.de/tap (this can be done either via your second DB smartphone/tablet or BKU/Basicworkplace computer or via your colleagues: in)
- Open the *Intune app* and enter the Temporary Access Pass (TAP)
- Set up the *MS Defender app* to block malware

Together with the smartphone/tablet you will receive a printed flyer. This will help you with the initial setup!

> If you don't have it at hand, you can also find it online at db.de/mobile-setup

4.14 Notes on daily switching on

When turning your smartphone/tablet on and off, you need to keep the following things in mind:

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

If you've already turned it on, use your fingerprint or facial recognition to unlock it in between.

5 Other settings

In the next step, we will show you how you can adjust your smartphone/tablet individually to you so that it supports you in the best possible way in your everyday work.

5.1 Install Android OS Updates

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

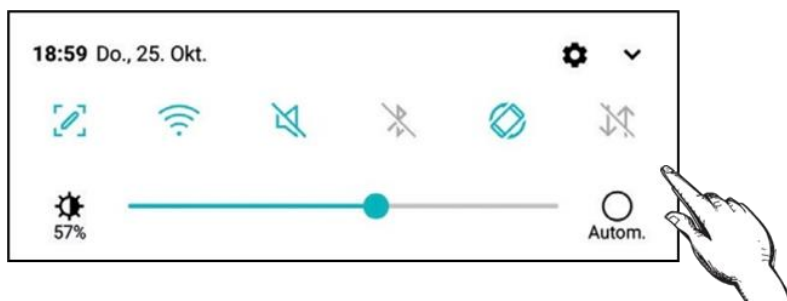
Your smartphone/tablet runs on the Android operating system. You can see which operating system version your smartphone/tablet has here:

- Open Settings
- Scroll to About Phone or About Phone
- Tap Software Information
- Here you will now see the currently installed Android version

5.2 Quick access/Control Center

Change brightness, turn off Wi-Fi or open the settings of your smartphone/tablet? You can find this function in the so-called "Quick Access":

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



Here you can turn functions of your smartphone/tablet on and off by tapping, e.g.:



WLAN



Mobile Daten



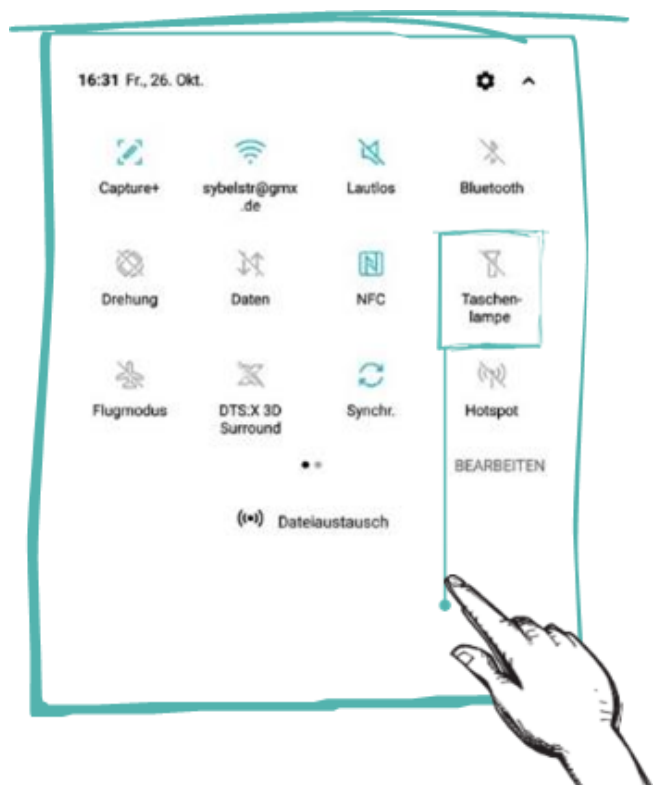
Ton

To adjust the brightness of the screen:

- Tap the bar in quick access, then drag the dot to the brightness you want
- Do you want the screen brightness to adjust automatically? Check the box next to "Auto" or tap the small sun icon with the A next to it



There are even more features in Quick Access. To see them, swipe your finger from top to bottom of the screen again. More icons will appear, such as the flashlight. This is also where the flashlight app is hidden



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

5.3 Connect to the Internet

5.3.1 DB WLAN

- Connect to the DB WLAN "dbs4public" at DB locations as described in [Chapter 4.5 Setting up WLAN in DB buildings](#)
- To use the DB WLAN, order the service "*DB Secure Network Access Mobile Device*" [About the Digital shop](#)

5.3.2 Public Wi-Fi

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

- Log in only via DB Wi-Fi or your private Wi-Fi at home
- Avoid using strange, unsecured Wi-Fi networks
- Also, make sure to use the right Wi-Fi network when choosing
- Always observe the general safety requirements of the DB



5.3.3 About mobile data – your data flat rate

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

- As soon as 80 percent of this data volume is used up in the current month, you will receive information by SMS
- You will be asked if you want to add more data
- Note that this will incur additional costs for DB



5.3.4 Your Vodafone contract – Elfe (electronic telecommunications bill)

Once a month you will receive a statement for the Vodafone contract of your smartphone/tablet. You will receive it by e-mail from the sender ELFE@deutschebahn.com.

Important: You don't have to pay anything, the bill is only for documentation.



5.3.5 Disable Data Alert

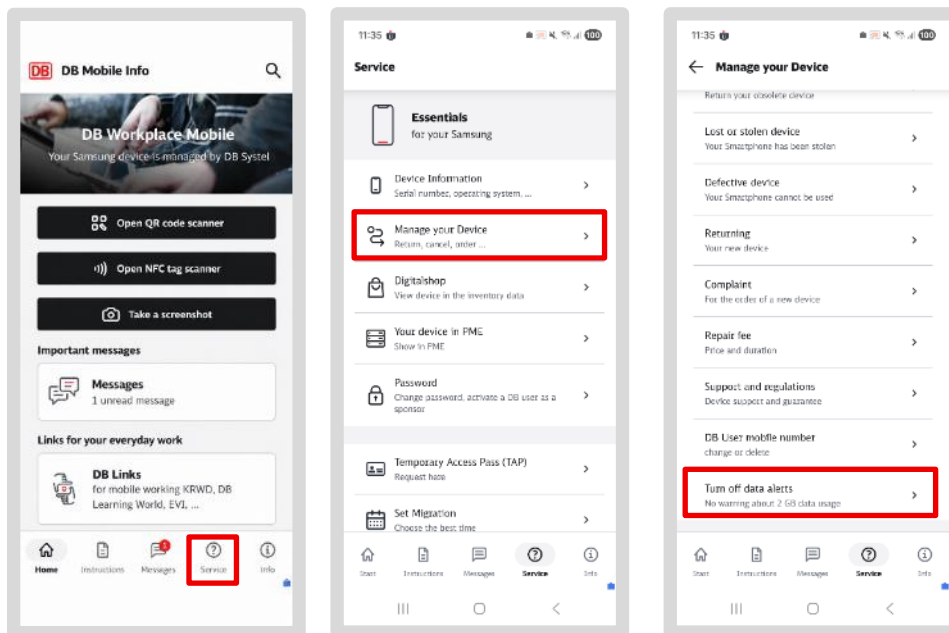
You will automatically receive a warning from the Android operating system as soon as you have used 2 GB of data per month. This helps you to keep an eye on your data consumption.

At the same time, all Vodafone users have 6 GB of basic volume and the automatic 2 GB additional package (= 8 GB total volume). So if you don't want to be warned after 2 GB of data consumption, you can deactivate the data warning in just a few steps. Or increase the default value.

The good news is that you don't have to worry about unexpected costs! Vodafone will automatically notify you via SMS when you've used up 80% of your data (80% of 6GB or 8GB) – no matter what phone you're using.

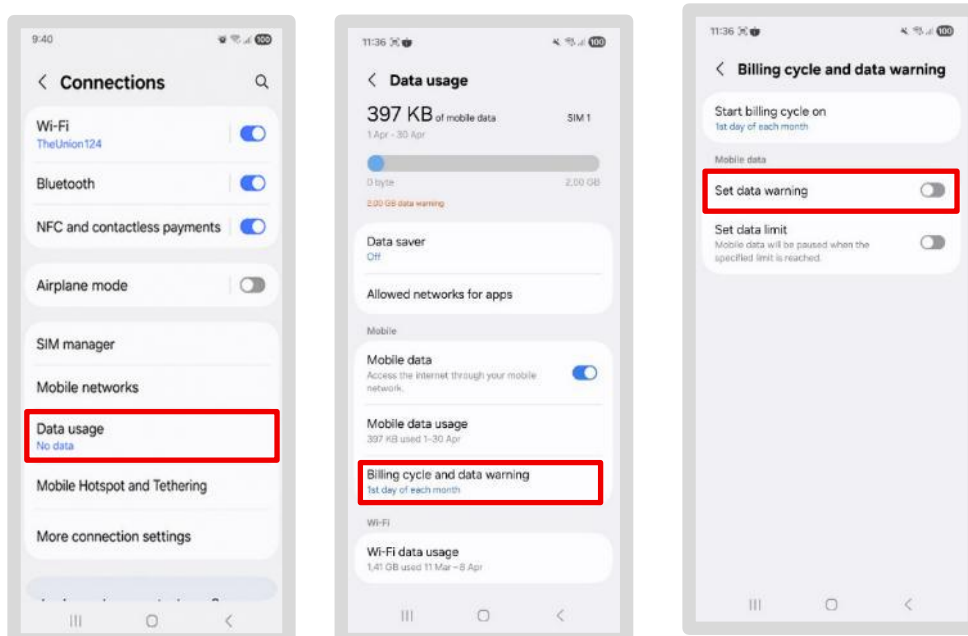
For Samsung smartphones/tablets, proceed as follows:

- Open the *DB Mobile Info* app
- Tap the Service tab → Then tap All About Your Device → then tap Turn off data warning



It opens in the System Preferences of the "Connections" screen

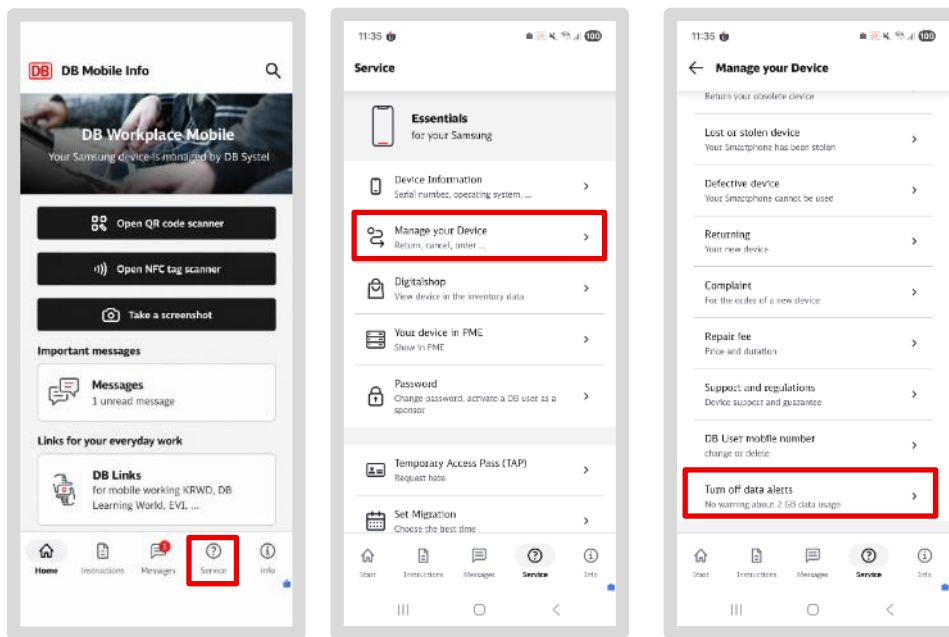
- Tap on "Data Usage" → then on "Billing Cycle & Data Warning" → slide the screen to the left at "Set Data Alert"



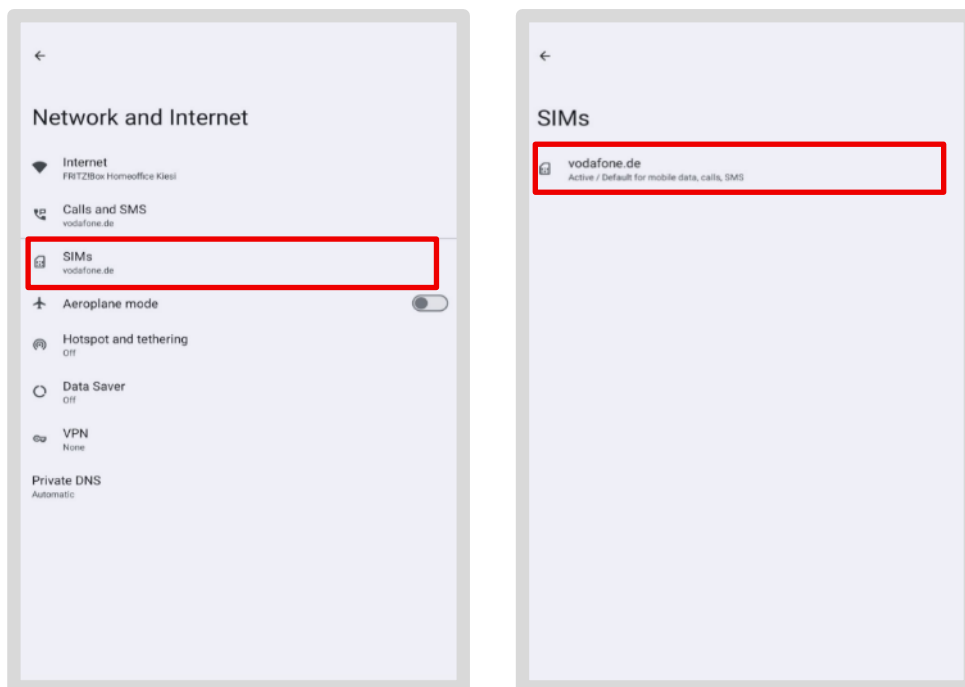
For Nokia/HMD smartphone/tablets, proceed as follows:

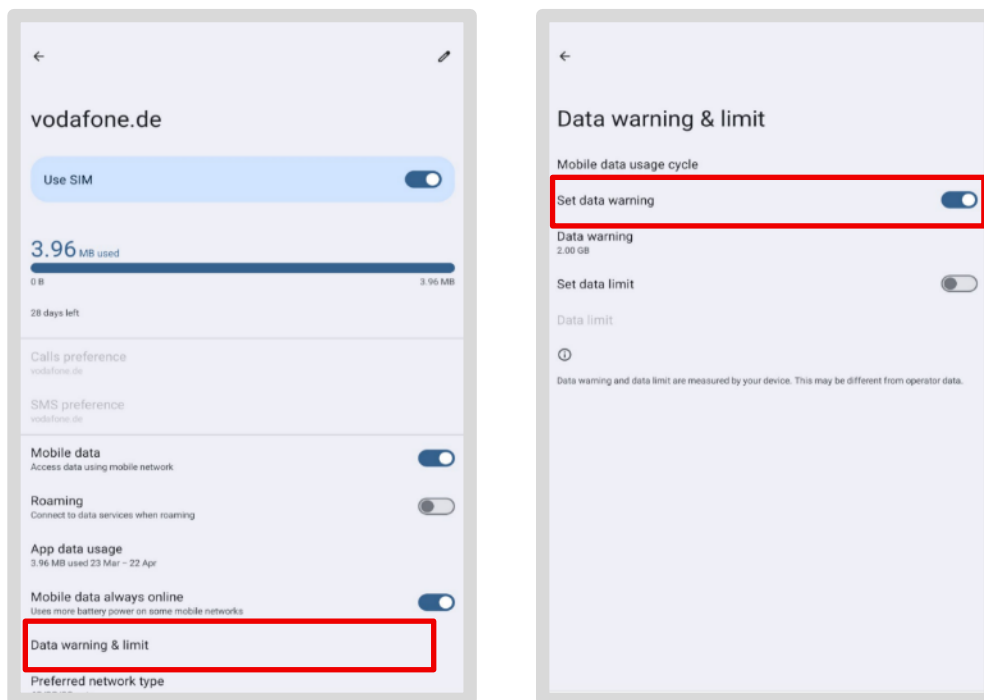
- Open the *DB Mobile Info* app

- Tap the Service tab → Then tap All About Your Device → then tap Turn off data warning



- It opens in the system settings of the screen "Network & Internet"
- Tap on "SIM cards" → Tap on the active SIM card, here "vodafone.de" → Tap on "Data warning and limit" → slide the screen to the left at "Set data warning"





5.3.6 Offline mode (airplane mode)

In the quick access of your smartphone/tablet, you have the option to activate offline mode or airplane mode. However, please note that this will deactivate all communication functions. This means that no updates will be carried out and you will not receive any DB messages.

Therefore, think carefully about when you set airplane mode.



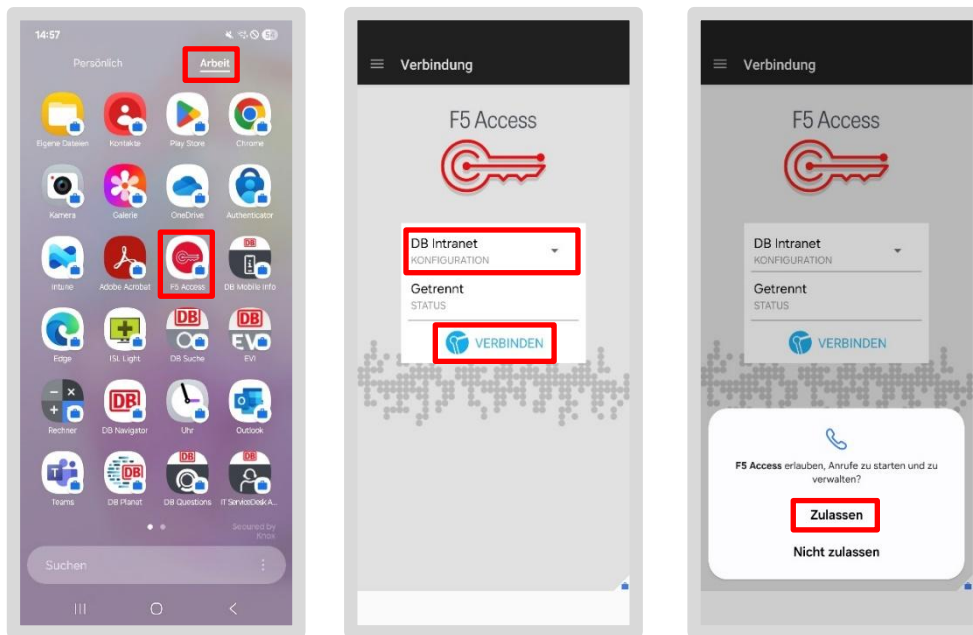
5.4 F5 Access - Connect to a VPN

VPN is the abbreviation for **Virtual Private Network** and describes an internet connection that cannot be viewed by bystanders. At DB, we use "**F5 Access**" to establish a VPN connection. This gives you secure access to Deutsche Bahn's corporate network. In addition, some apps can only be used with a VPN connection, such as the personnel portal, ASES and E-Time.

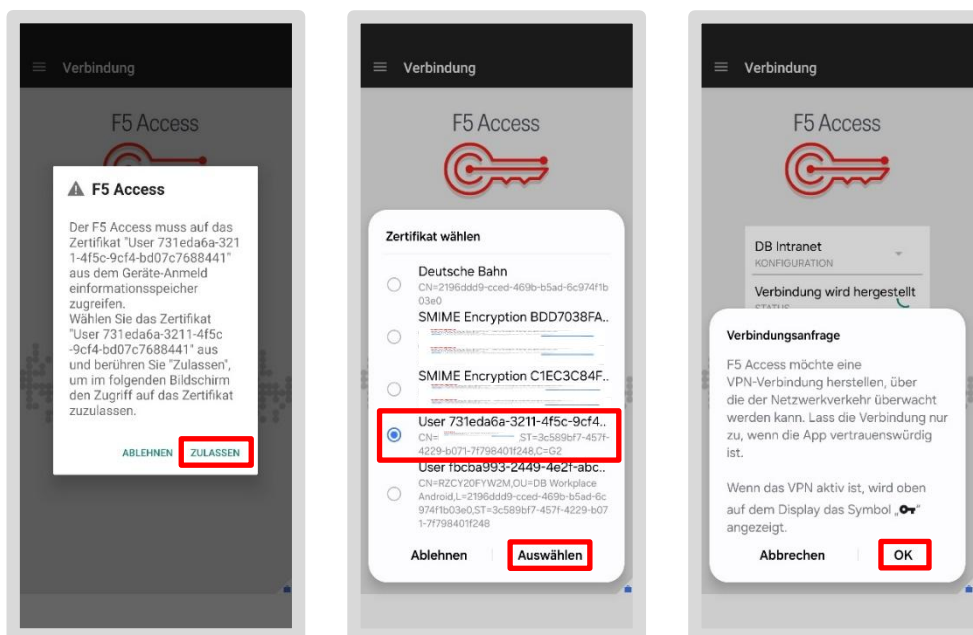


5.4.1 Set up the VPN connection

- Open the *F5 Access* app in the Work/Work section
- If applicable, agree to the terms and conditions and allow you to send notices
- In Configuration, tap DB Intranet, then tap Connect
- Then allow calls to be made and managed by selecting "Allow"



- Then tap "Allow" for the F5 certificate
- Tap on the certificate that ends with C=G2
- Then tap Select
- Then confirm the connection request with "OK"



- To disconnect, tap Disconnect

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

5.5 Take-Off: Certificates & VPN Connection

What do I need a certificate for on my smartphone/tablet?

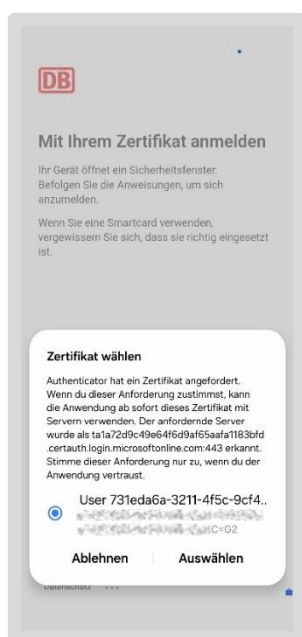
In order for you to have access to certain DB apps and websites on your work smartphone/tablet, you have to identify yourself. This works via a so-called certificate. The app or website then uses the certificate to know that you are eligible.

How do I get the certificate?

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

In Outlook, for example, it looks like this:

The certificate always contains your first and last name



What is the F5 Access app?

The *F5 Access app* is automatically installed on your smartphone/tablet. On Samsung/HMD, you can 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 in order to be able to establish a connection.

5.6 Improve battery life

- Updates can only be installed on your smartphone/tablet when the battery is more than 20% charged
- If updates are not installed, it can lead to you not being able to use your smartphone/tablet at some point (so always charge the battery sufficiently!)

To save your battery:

- Turn off services that aren't needed all the time, such as Bluetooth, VPN (F5), and GPS
- Do not charge the device overnight
- Do not expose it to extreme temperatures, too cold or too warm

6 Business and private content

An Enterprise version is installed on your DB smartphone/tablet, which you can see from the fact that private and business content are separated from each other:

- With Samsung/Nokia/HMD, the work content and apps are stored in a separate "Work/Business" area. You can recognize work apps by a suitcase icon on the app icon and a gray suitcase icon in the upper right corner of the battery icon.

In this guide, we have some tips on how to use apps in order to avoid a mixture of official and private data is excluded. Always stick to the rule:

Only use business apps for business work!



6.1 Distinguishing between business and private life

A **business use** is if you

- Start your service via an app
- Or open the current roster

Private **use** is, for example:

- Watch Netflix
- Listen to Spotify
- Create a Google account

Note: Business and private use cannot always be clearly distinguished. Therefore, always think carefully about what you are using your smartphone/tablet for.

To switch to Work/Business:

- Swipe up on the home screen
- In the bottom-right corner, tap Work or Work
- You will now see all work apps

The only exception: The phone app may be used for business as well as private calls. For business calls, tap on your business "Contacts app", select a work contact and tap on the telephone receiver icon.

6.2 Manage items on the home screen

DB apps that you use every day, e.g. the work camera app, can be dragged to the home screen. Here's how:

Create a folder

- Tap an app or shortcut
- Press and hold until the app starts to jiggle
- Drag the app or shortcut to another → Release it
- If you want to add more apps to the folder, drag them to this one

Rename Folder (Group)

- Tap the folder you want to rename
- Tap the suggested folder name
- You can tap a suggested name at the top of the keyboard, or type your name

Move apps/folders

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

- Tap and hold the app a little longer
- Then drag the app to where you want it to go and let go
- > For more useful tips for apps, visit the [Samsung Support Page](#)

6.3 Take-off: Private/business division + grouping of apps

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

Only use business apps for business work! Some apps are available for both business and private use. Decide very consciously which ones you use for your respective concerns.

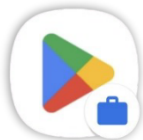
You can drag DB apps that you use every day to the home screen. You can also group apps, so you get a better overview of your DB apps.

7 The most important apps to start with

The most important DB apps are already installed on your smartphone/tablet.

> You can find out which apps are already installed in [Chapter 4.9 DB Apps](#)

7.1 Download new DB apps



If you want to install other **DB apps**, download them from the **DB Google Play Store**. DB-specific apps (My DB or DB Planet) and other apps are only available for download there.



You can access private apps on your smartphone/tablet via the **Google Play Store** in the private area.

7.2 The DB Mobile Info app

Have you forgotten the password for your screen lock or don't remember your DB User password? *Outlook* Always crashes? Getting error messages you don't understand? Don't worry, you'll find help here.



The **DB Mobile Info app** is the first point of contact for questions about your smartphone/tablet.

Features on the home page:

- Take a screenshot and automatically save it in the official gallery or photo app
- Reading NFC tags and using them in the business sector
- Use QR code scanner for official information
- Tap on the magnifying glass and you will be taken directly to the DB search, where you can ask your questions about DB topics

In the tab "Instructions" you will find the most important instructions. In the tab "Service" important business and all personal links that are needed in your DB activity as well as the IT ServiceDesk telephone number.

If your smartphone/tablet doesn't work, use a colleague's device.

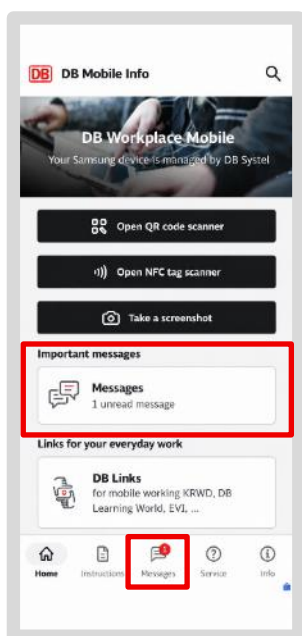
> Alternatively, you can also find all the important instructions at: db.de/ae

7.2.1 Push notifications

For new software updates or anything that affects your smartphone/tablet, you can get *DB Mobile Info* **Push Notifications**. For example, we will inform you about the distribution and automatic installation of new software on your smartphone/tablet.

You can find your messages here:

- Open the *DB Mobile Info* app
- When asked to send notifications, tap Allow
- On the home page, you'll see the notification section under "Important Messages"
- If you have a new message, you can recognize it by the small red number next to "unread messages"
- To read messages, tap the Important Messages section
- Alternatively, tap the Messages tab at the bottom



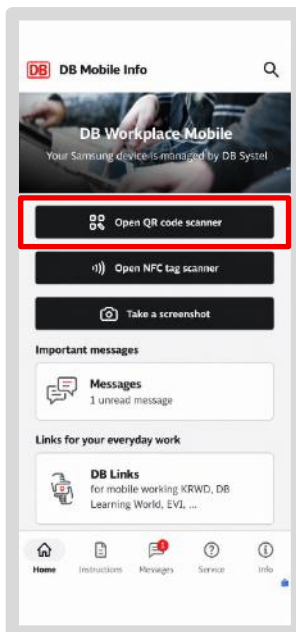
> You can find more information at: [App DB Mobile Info: Receive messages](#)

7.2.2 Scan QR Codes

QR codes are black and white square patterns that can be scanned with your smartphone/tablet's camera. A reader decodes this code and automatically redirects you to the application or a web page with more information.

You can scan business QR codes via the *DB Mobile Info App* :

- Open the *DB Mobile Info app*
- Tap Open QR Code Scanner



- Then allow the app to take pictures and videos
- A small window will open with which you can scan the QR code
- To do this, position the QR code in the rectangle

After the code is scanned, you'll be redirected to its contents.

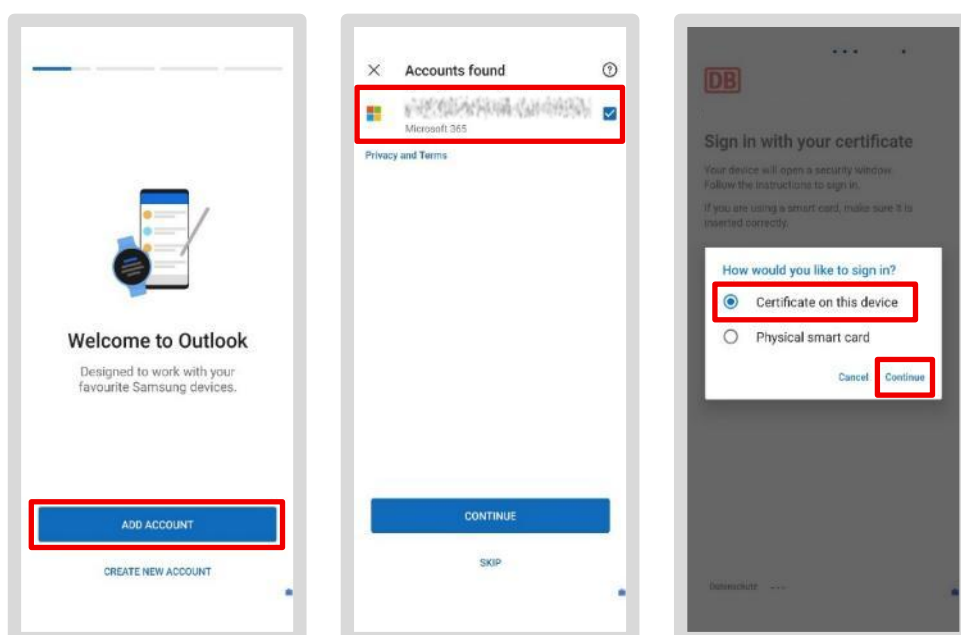
7.3 Setting up Outlook/creating an email account/setting up email encryption

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

- > Do you have questions about writing and sending emails? On [ITfit](#) you will find useful tips and instructions on how to use *Outlook*.
- > You are an employee of DB E&C: You have questions and/or there was an error or problems with the certificates, then take a look at [DB Questions](#)

To set up Outlook:

- Go to your "Work/Business" section and tap on the Outlook app
- Your email account is automatically saved – tap "Add Account"
- In the next step, select your email address and tap Continue



When registering, you may be asked for a TAP:

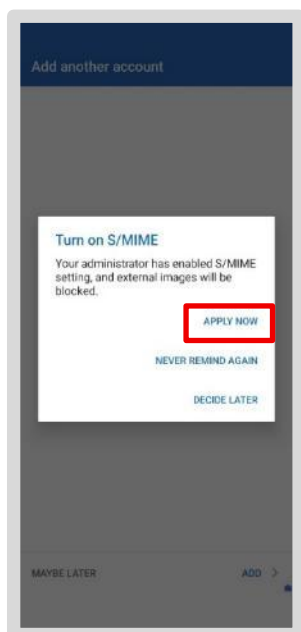
- If your temporary access pass is still valid, enter it here
- > see [Chapter 4.6 Activating a Smartphone/Tablet - Creating a Temporary Access Pass \(TAP\)](#)

Alternatively:

- Under "Choose another sign-in option," select "Certificate on this device"
- Tap "Select" at the certificate prompt

If you want to send particularly sensitive data (e.g. personal data) by e-mail, you must also encrypt the content of the e-mail. DB provides so-called S/MIME encryption for this purpose.

- Tap *Apply Now* on the next query

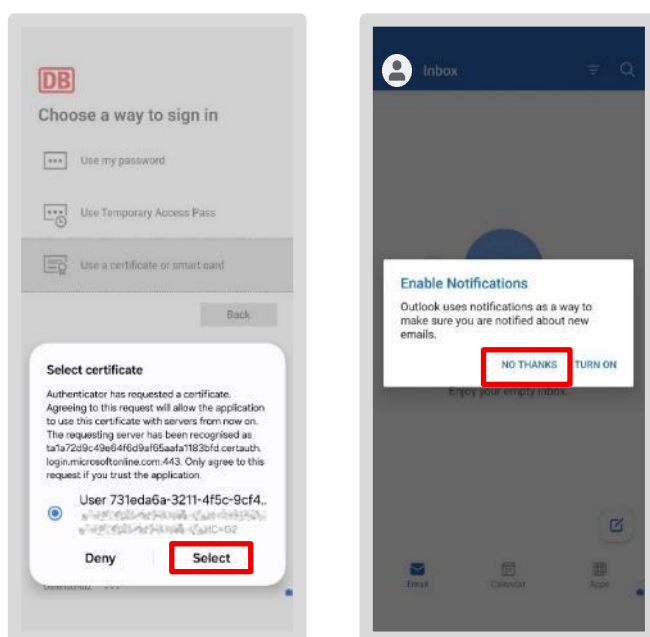


Then comes the certificate request. You can recognize the certificate valid for you as follows:

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

Your email account will now be set up:

- Tap "Maybe Later" when prompting for another account
- And activate "No thanks" on notification



- Your emails will now load (this process may take a few minutes)
- Then you can read and write e-mails again

Android 16: For devices running Android 16, the step to enable S/MIME may be skipped. In this case, the setup of *Outlook* and restart the app! The activation prompt will then appear.

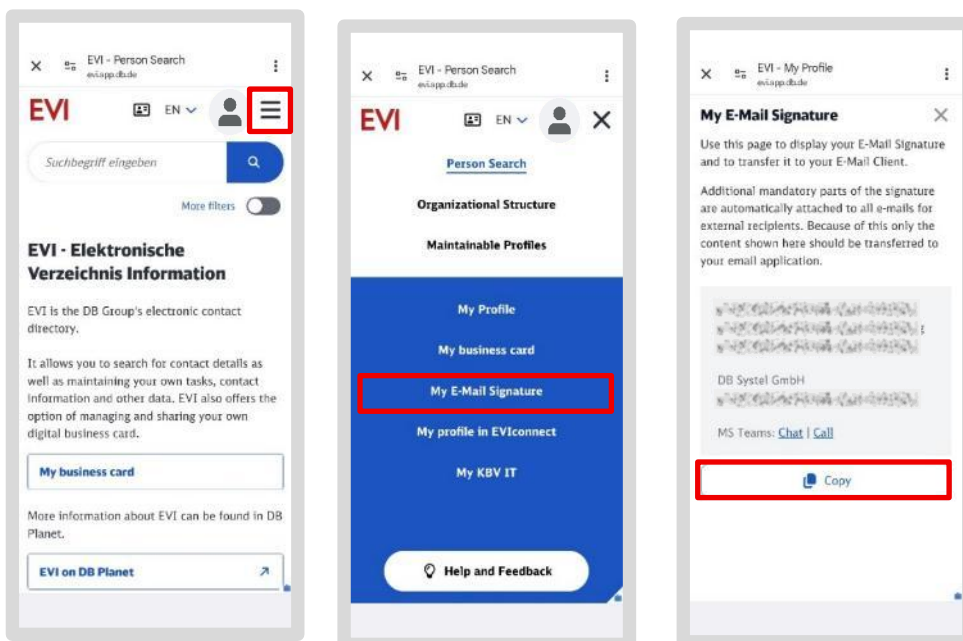
7.3.1 Outlook: Setting up your e-mail signature

An e-mail signature is a mandatory part of official communication. It is at the end of an e-mail and, according to the law, must contain certain information, such as the company name and the official headquarters of your DB company.

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

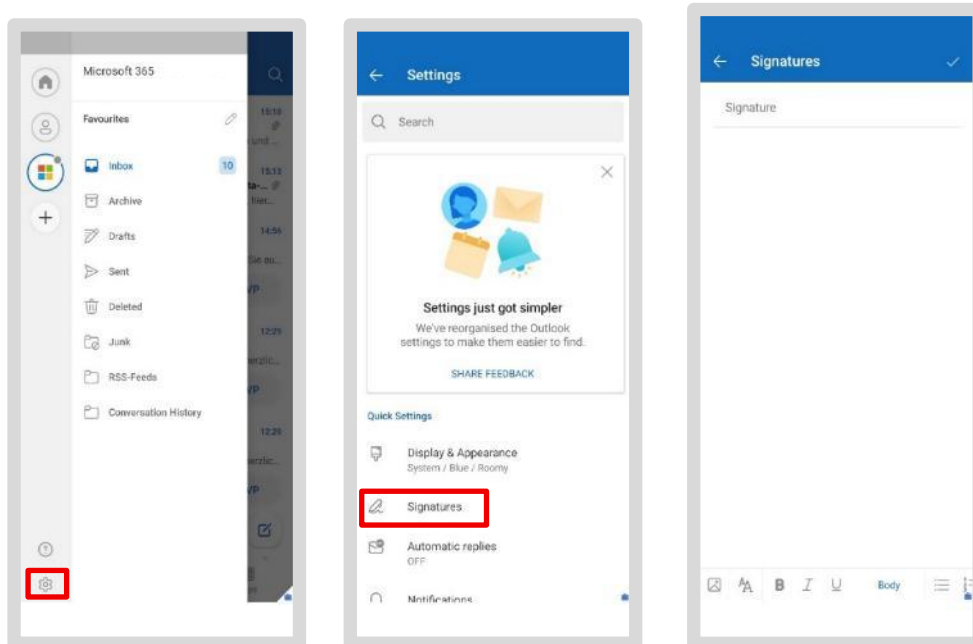
This is how you get your email signature from EVI:

- Open the *EVI* app
- Tap the three lines next to your profile picture in the top right corner
- Then tap *My Email Signature*
- Copy your personal signature



Paste the signature in **Outlook** :

- Open the *Outlook app*
- Tap your profile picture in the top left, then tap the gear at the bottom
- Now tap on "Signature"



- A field for the signature will open. If there is already an entry there, delete it with
- Now long tap on the field until the "Insert" field appears and tap on it
- Your copied signature from the *EVI* is inserted

Close the window – your signature will now be automatically inserted in all new emails.

Note: If you've set up multiple email accounts, you can use the slider "*Signature per account*" set up a separate signature for each account. Otherwise, the signature on file will be used for all your email accounts.

7.3.2 Outlook: Synchronize e-mail

All your emails will be displayed in the *Outlook App* automatically backed up and synchronized with your connected Office account. This means that no matter what device you log in from, whether smartphone/tablet or BKU/Basic Workplace computer, you are always **up to date**.

If you owned an old smartphone/tablet, and import the contacts:

> then go to [Chapter 8.5 Backup Contacts to OneDrive](#)

7.3.3 Outlook: Create new contacts in

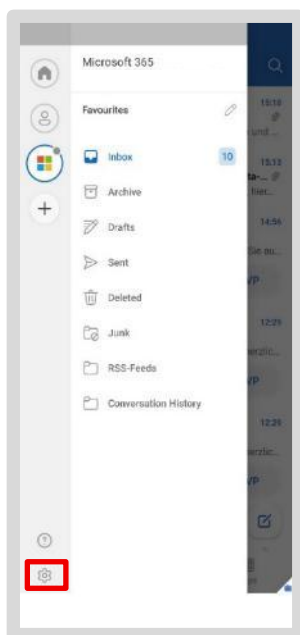
- Go to the Work section and open the *Contacts* app
- Tap on the "+" to create a new contact
- In the upper-left corner above the arrow, select Outlook
- The new contact will be *Outlook* secured



7.3.4 Outlook: Sync Contacts

If you create a new contact in the "Work/Business" section of your smartphone/tablet via the *Contacts* app, it is advisable to enable them to be synchronized to *Outlook*. Here's how to do it:

- Open the *Outlook app* in the Work/Work pane
- In the app, there is a circle with an icon in the top left corner - tap it
- An overview of your email folders will open on the left side
- Select the gear in the bottom left corner (the settings will open)
- Under Email Accounts, select your *Outlook* account. Then tap the little slider next to Sync Contacts
- Then confirm the request for access with "Allow"
- After you turn on sync, exit the *Outlook App*



7.4 DB M 365

You can also open and read Word, Excel, PowerPoint or PDF files on your smartphone/tablet. Download the corresponding apps once:

- Open the DB Google Play Store
- Search for the app using the search bar, for example Word, Excel or PowerPoint



- Then tap on "*Install*"
- Now, when you open a file, the app opens automatically

7.5 Microsoft Authenticator App

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

You need the app, for example, for:

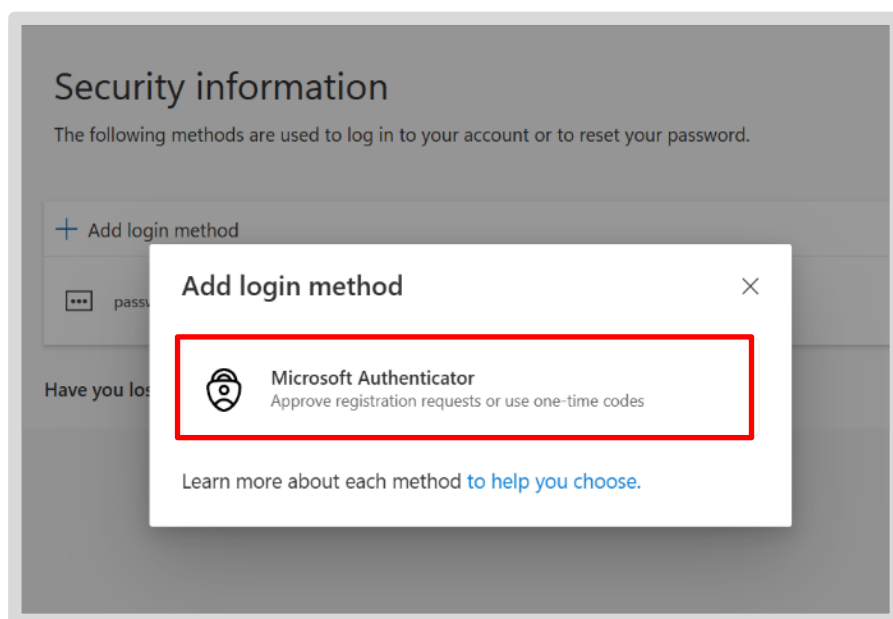
- VPN connection to Basic Workplace MAC
- Using the DB Admin Account
- Access to special applications, e.g. SAP



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

Using the Microsoft Authenticator app for the first time:

- Follow the [step-by-step instructions](#)
- Download the Authenticator app from the Company Portal
- In the browser, open db.de/authenticator on your BKU or DB Workplace computer
- Tap the "Plus icon" and the "Add login method" button
- A dialog will open, select "Microsoft Authenticator"



- Switch to your phone/tablet and open the Microsoft Authenticator app
- Add your work email account
- Scan the QR code offered on the computer with the Authenticator app
- You can then use the Microsoft Authenticator app to authenticate on your smartphone/tablet

Microsoft Authenticator app already used on old smartphone/tablet:

Keep the following steps in mind:

- If it is necessary to use the Authenticator app while setting up the new smartphone/tablet, use your old previous smartphone/tablet to connect it to the Authenticator app
- Open this [step-by-step guide](#) and tap on the "Authenticator App Setup" button and go through the steps given
- 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, activate the app again in the web-sites
- Tip: If you're having trouble reactivating connections in the Authenticator app after setup, use Self Service: Reset Microsoft Authenticator App (MFA): db.de/resetmfa then follow the steps from top to bottom in this section.

7.6 Take-Away: DB Apps

Where can I find DB Apps?

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

There you will find *Outlook*, Word and OneDrive, for example, but also DB-specific apps, such as My DB or DB Planet. You can download private apps from the Google Play Store.

Note: You can download private apps from the Google Play Store in the "private" section.

Where can I find information about my smartphone/tablet?

For all questions about your smartphone/tablet, use the *DB Mobile Info app*. In the "Instructions" tab you will find instructions and in the "Service" tab you will find useful information about your device.

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

8 Back up data

8.1 Back up work data in OneDrive

You own a smartphone/tablet in an enterprise version. This means that the backup between business and private documents is strictly separated.

The backup of your work documents or photos/videos is described here:

- > mobileworkplace.deutschebahn.com/mobile-daten-sichern
- > **Note:** You can find a video tutorial under db.de/mobile-videoanleitung

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

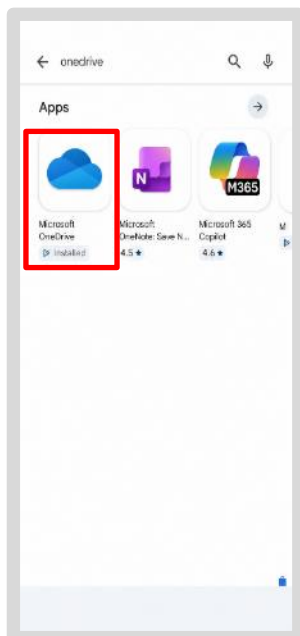
8.2 Set up OneDrive

Prerequisite: To set up OneDrive, install the *Outlook app* on your smartphone/tablet beforehand and set up your work email account. For more information on how to set it up, see:

- > [Chapter 7.3 Setting Up Outlook/ Creating an Email Account/Setting Up Email Encryption](#)

To set up OneDrive:

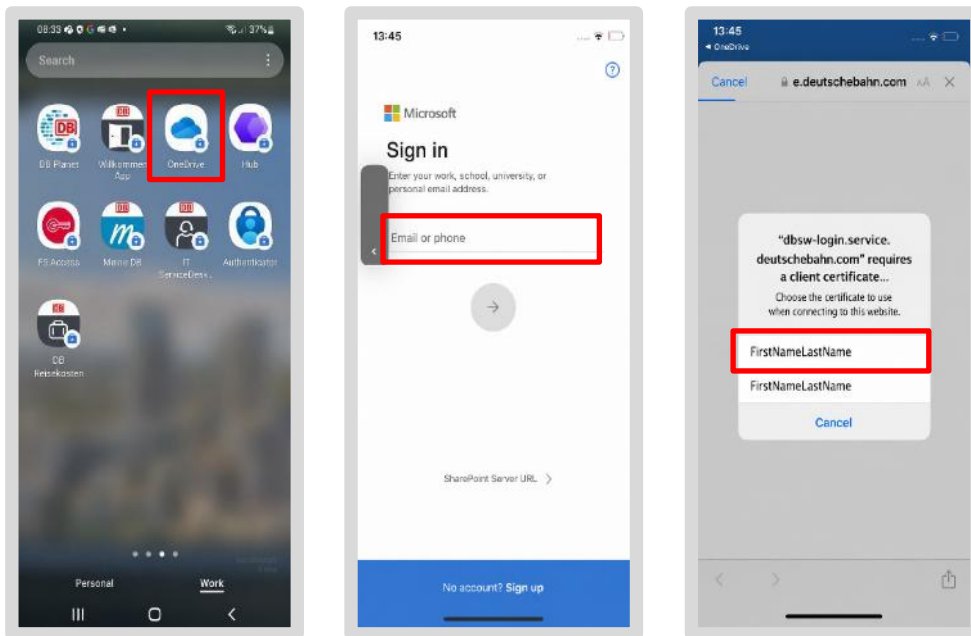
- Open the DB Google Play Store
- Find the *Microsoft OneDrive* app and install it



Android 15:

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

- Open the *OneDrive* app
- Confirm that the app can send you notifications
- Select "**Sign in**"
- Enter your DB email address – you will be automatically logged in
- Select your DB User Certificate
- You will now see all your files in OneDrive
- Enter your DB email address – you will be automatically logged in
- Select your DB User Certificate



Note: If you're setting up OneDrive from scratch, it may take a few minutes for all your data to sync.

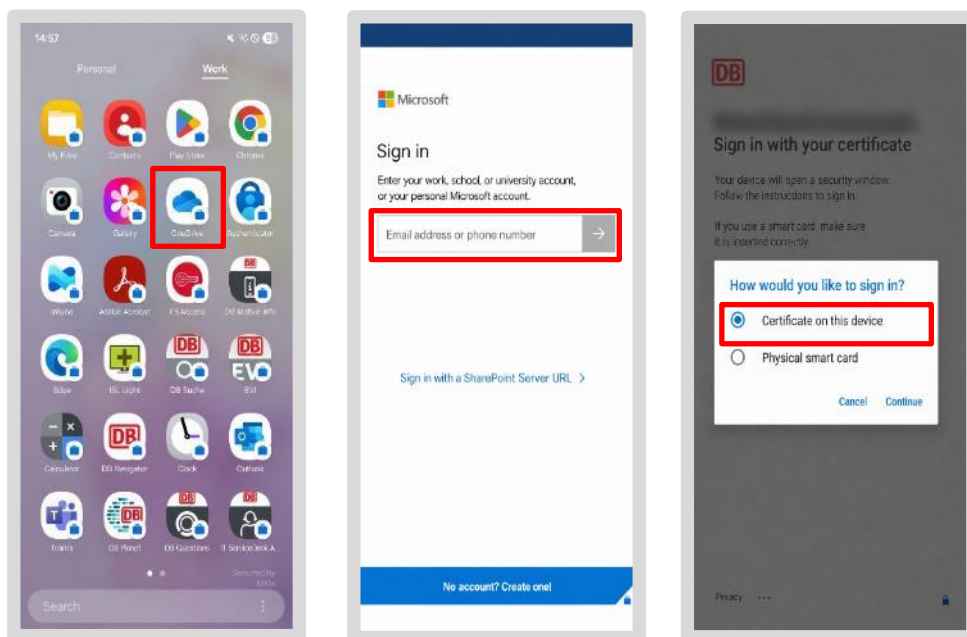
Backing up all system settings:

If you ever reset your smartphone/tablet to factory settings, save your settings in the system as well. Take screenshots or notes of your individual settings and your specific business DB apps, and save them to OneDrive so you can use them as notes during setup.

Android 16:

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

- Open the OneDrive app by tapping the icon
- Confirm that the app can send you notifications
- Select "Sign in"
- Enter your DB email address and confirm by tapping on the blue arrow
- Then select your DB User Certificate from "Certificate on this device"
- Confirm by tapping Select



You will now see all your files that you have stored in OneDrive.

Important: If you are back on the login screen after selecting the certificate, enter your DB e-mail address again and try to log in again.

Note: If you're setting up OneDrive from scratch, it may take a few minutes for all your data to sync.

Backing up all system settings

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

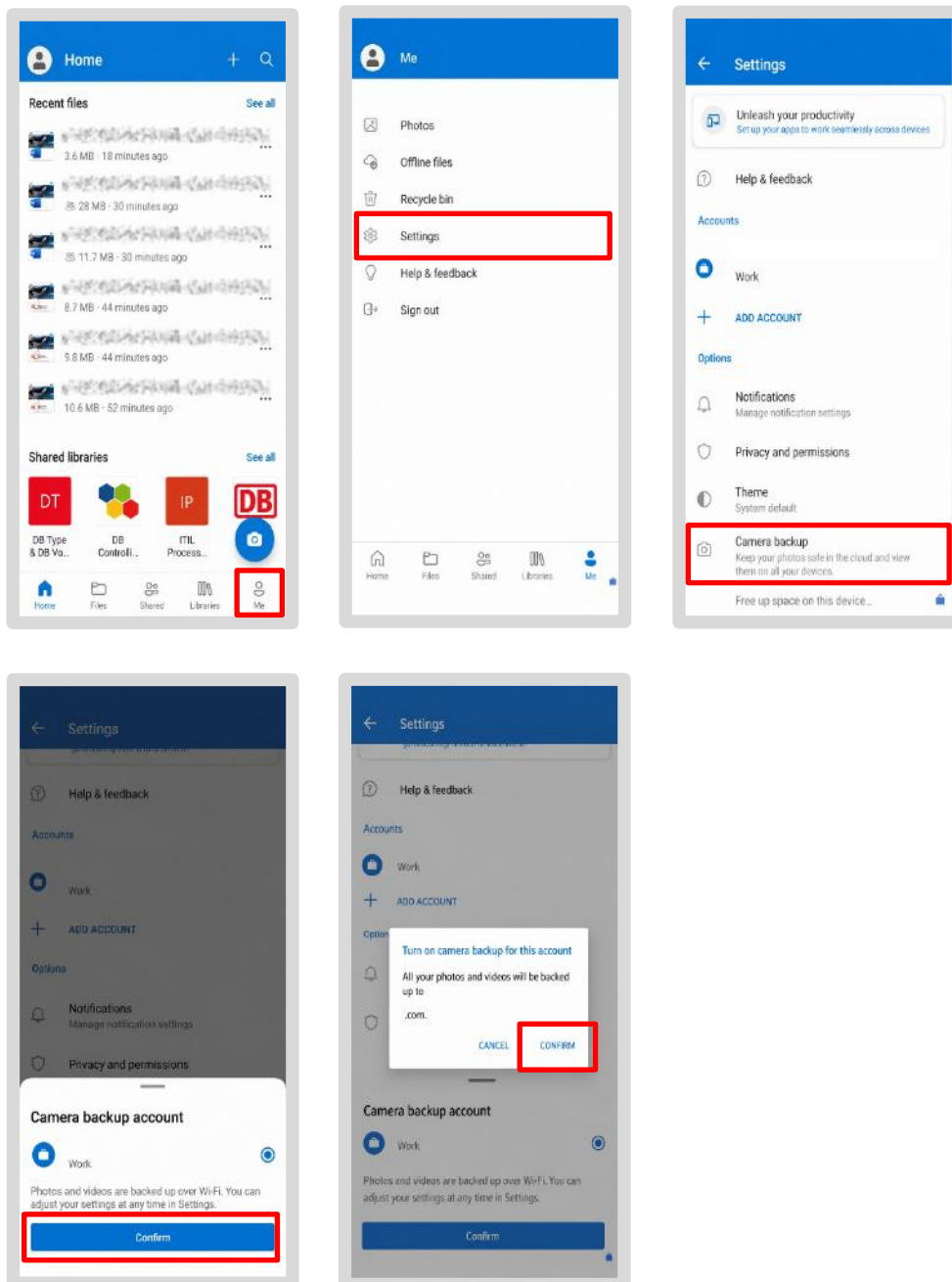
Tip:

Take screenshots or notes of your individual settings and your specific business DB apps, and save them to OneDrive so you can use them as notes during setup.

8.3 Backup photos to OneDrive

If you want to automatically save your photos to OneDrive, follow these steps:

- Open the OneDrive app
- Tap the "Profile" icon in the bottom right, then select "Settings"
- Then select "Camera Backup"
- Then tap "Confirm" 2x

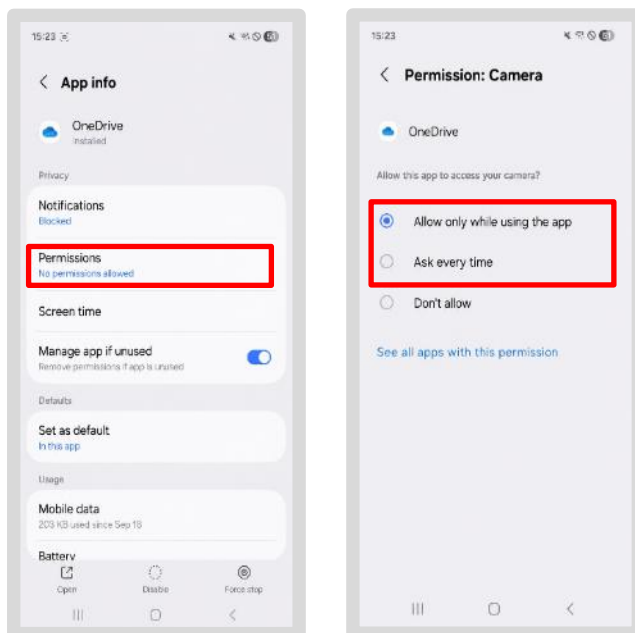


In the next step, you need to give OneDrive permission to access your photos and camera. To do this, follow these steps:

- An error message pops up saying that OneDrive permissions are missing
- Then tap on the right button "Adjust settings"
- You'll then be taken to the app permissions settings

If you don't see an error message or you've clicked it away:

- Navigate to the "Apps" section under your "Settings"
- Then, under Work, select the OneDrive app
- Tap Permissions
- Tap Camera once, then tap Photos & Videos to grant OneDrive permissions
- Decide for yourself whether OneDrive should ask you every time or whether you want to allow access permanently while using the app
- After syncing is set up, any photo taken from the camera will sync to OneDrive



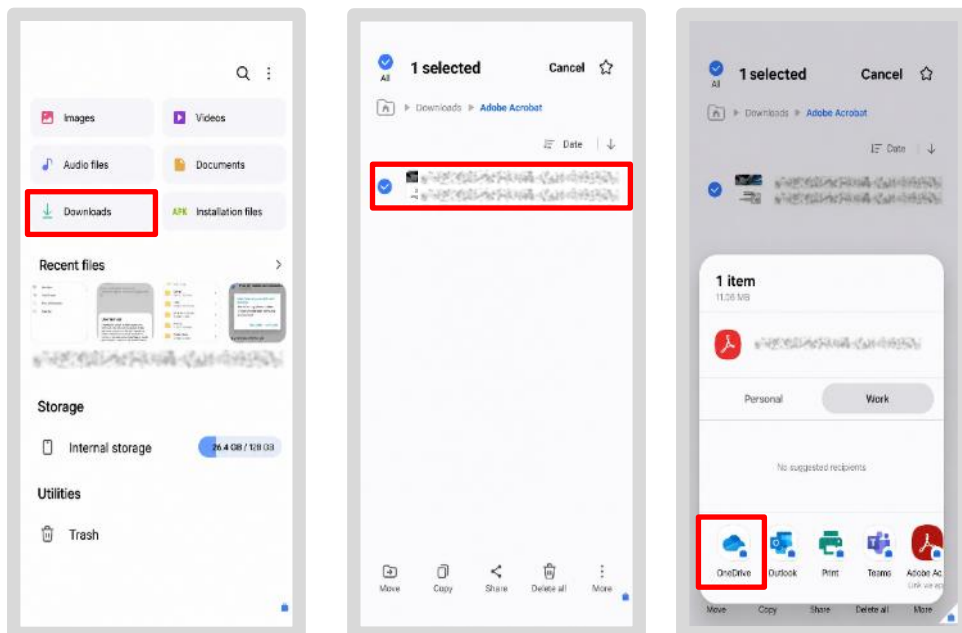
8.4 Backup PDF files

PDF files are usually saved to the download directory in the "Work/Business" section. To save them to OneDrive, follow these steps:

- Open the My Documents app

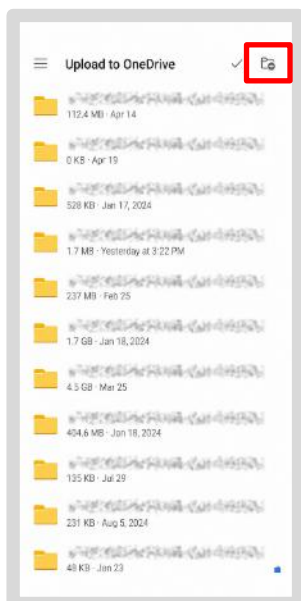


- Tap Downloads
- Long press on the PDF file until a check mark appears in front of the name
- Tap Send at the bottom of the menu bar, then select OneDrive



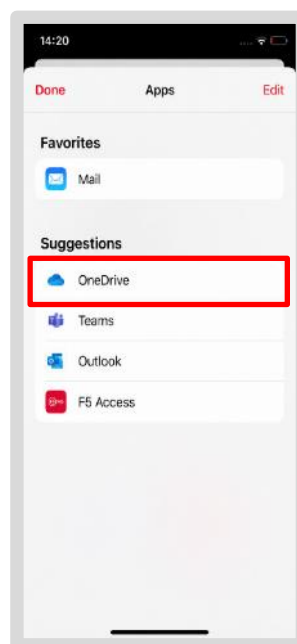
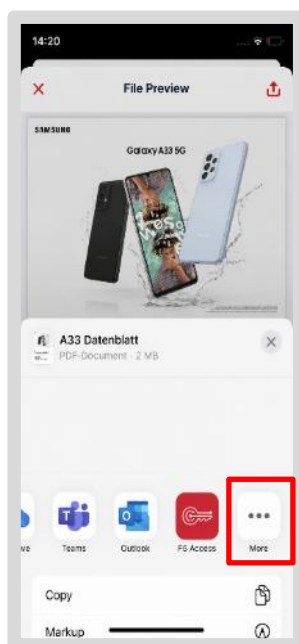
- Your personal folder will appear in OneDrive
- If that's not the right location: Tap the hamburger menu (three strips) in the top left corner

- Select the folder where you want to save the PDF file, then tap the white checkmark in the top right corner
- The file will now be uploaded to OneDrive

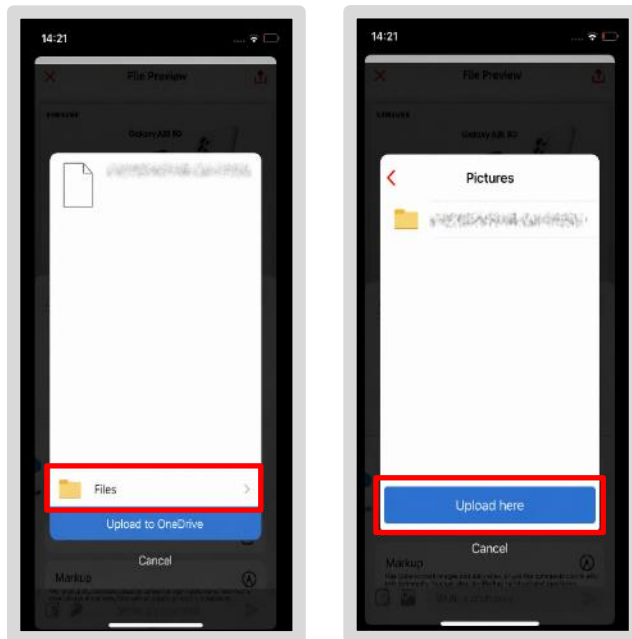


Save PDF files directly to OneDrive:

- Open the file
- Tap the Share icon in the top right corner
- At the bottom of the menu (under the "...") dots), select "OneDrive"



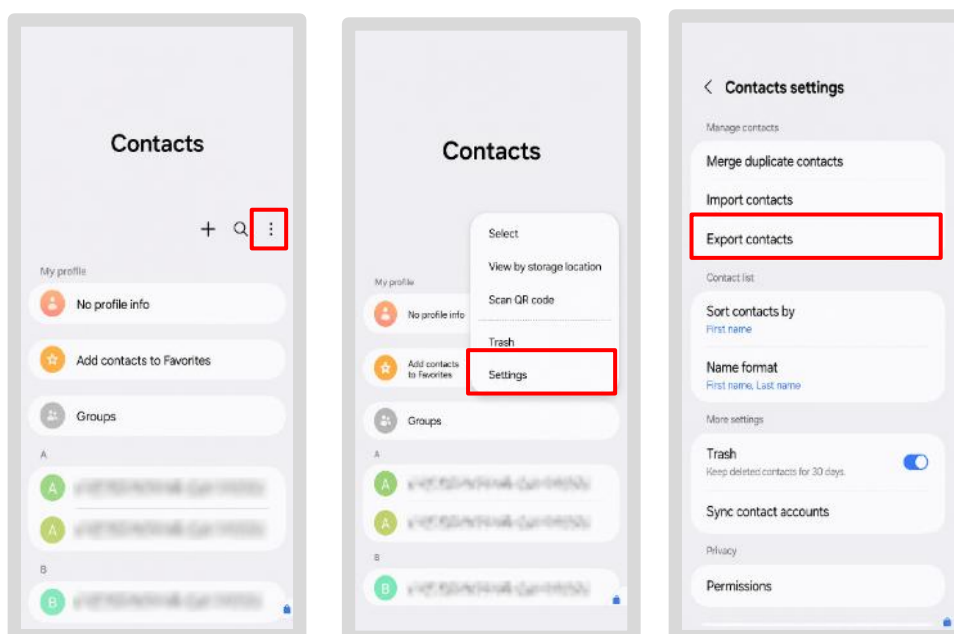
- Select the folder where you want to save the PDF, then tap the white check mark in the top right corner



8.5 Backup contacts to OneDrive

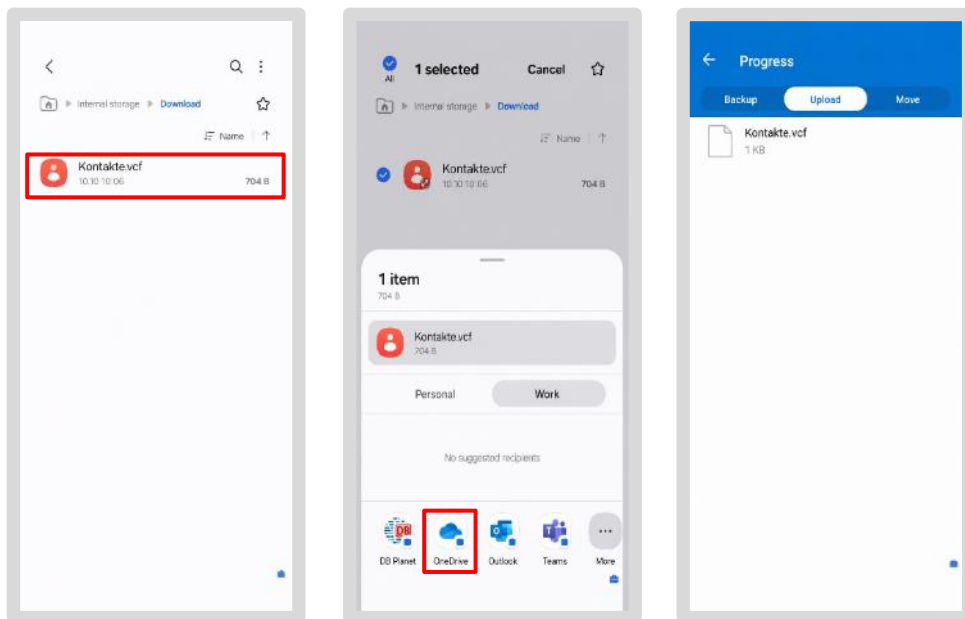
You want to change your smartphone/tablet and take your contacts with you?

- Open the Contacts app
- Tap : in the top right corner (three-dot menu)
- Go to Settings
- Tap Export Contacts
- First, save your contacts under "internal storage"



Within your Downloads folder you will now find a .vcf file

- Select the Kontakte.vcf file
- Tap OneDrive at the bottom of the selection bar



Your contacts are now in your OneDrive directory.

8.6 Import contacts from OneDrive

To import the contacts on your new device back into the People app, you need to do the following:

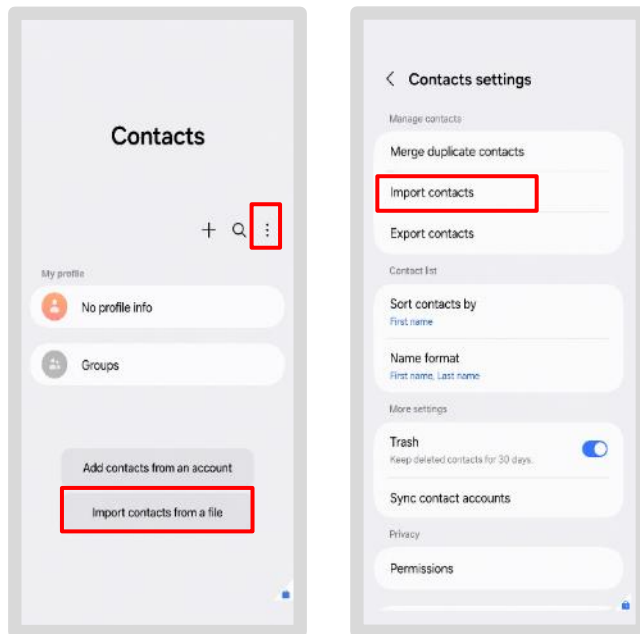
- Swipe up on the home screen
- In the upper-right corner, tap Work
- Open the Contacts app

If you **don't have any new contacts** yet :

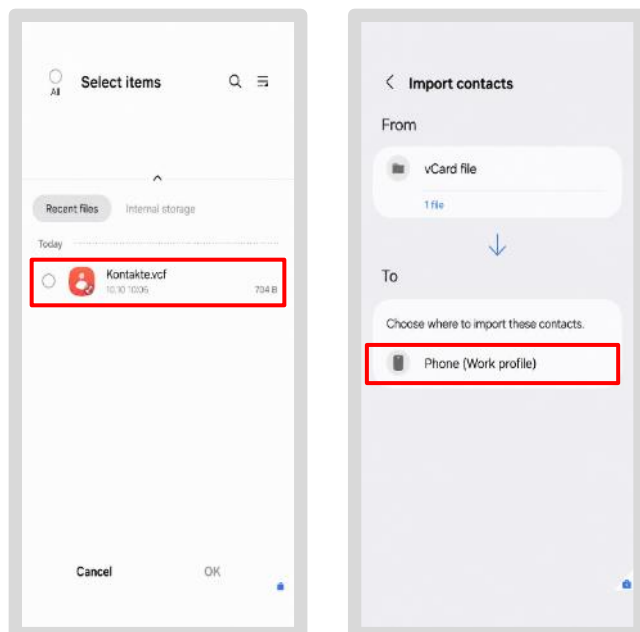
- Tap Import Contacts from a File
- Select "Internal Storage"
- Select the Kontakte.vcf file
- Tap Phone (Work Profile)
- Confirm by tapping Import

If you already have new contacts:

- Tap in the top right corner (three-dot menu)
- Go to Settings
- Tap Contacts Import
- Select "Internal Storage"

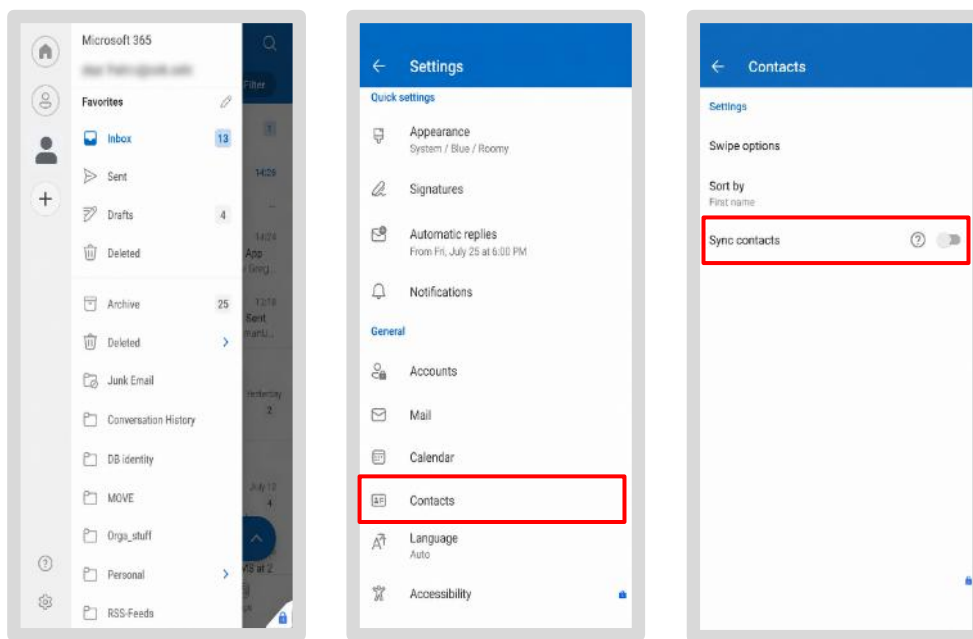


- Select the Kontakte.vcf file
- Tap Phone (Work Profile)
- Confirm by tapping Import



8.7 Backup contacts via Outlook

- Always maintain your contacts directly in Outlook **on any device**, so you can access them from all your devices and don't need to back them up
- Tap the profile photo to the left of the word "Inbox"
- Tap the Settings icon in the gray area at the bottom and tap "Contacts" in the next screen
- Turn on the "Sync Contacts" feature by tapping the slider



8.8 Secure passwords

For smartphones/tablets with the Android operating system, the app "Keepass2Android" is available. In it, you can save and access your passwords.

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

> mobileworkplace.deutschebahn.com/Keepass2Android

8.9 Secure private data

If you have backed up private pictures, contacts, files and documents on your work smartphone/tablet, it is necessary that you back them up independently and regularly. Because when you reset your smartphone/tablet, the private data is also deleted.

For example, you can use your **private Google account** or a **private OneDrive** to back up your **private data**.

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

> mobileworkplace.deutschebahn.com/mobile-daten-sichern

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

- Your own work files are in the Work/Work section of the My Documents app
- To back up work documents, you can use the OneDrive app, which you can open via the Intune app
- OneDrive will ask you for your work email, enter it and the account is activated! The prerequisite is that you have installed the *Outlook app* and set up your user account (email linked to certificate)
- If you do not yet receive any business e-mails or have not yet created an e-mail account for Outlook, then do so here.

> See [7.3 Setting Up Outlook/ Creating an Email Account/Setting Up Email Encryption](#)

Save PDF documents or Word files:

- Go to Documents or Downloads
- Tap and hold on a file until a selection check mark appears
- Select the file(s) you want to upload
- Go to "Send"
- Select OneDrive
- You will be taken to a view of all your folders
- Select a folder and tap the checkmark to upload the file
- The folder is not listed? Tap on the menu, top left
- Under Libraries, select more folders and tap the checkmark to upload the file

Backup photos and videos:

- Open OneDrive
- Tap Photo
- Enable Camera Backup/Camera Update
- Then tap Confirm

9 Privacy Policy and Usage Information

If you use a DB smartphone/tablet on the go, there is always the security risk that unauthorized persons will gain access to the smartphone/tablet. Even a short access then offers many opportunities to access data worthy of protection.

Therefore, stick to the following basic rules:

1. Don't just leave the smartphone/tablet lying around, but always make sure it's within your sphere of influence.
2. Do not give your smartphone/tablet to other people, not even to "have a quick look", unless it is a group device.
3. Always secure your smartphone/tablet with a screen lock or a strong password such as a biometric security, such as your fingerprint or face.
4. Use the screen lock or password only once!
5. Screen lock or password should not be guessable; so don't use phone numbers, birthdays, vehicle registration numbers, or names.
6. A screen lock must be at least 8 digits long, contain at least 4 different characters, and must not represent an ascending or descending sequence of digits.
7. Never save the screen lock or password, the SIM PIN for the smartphone/tablet on the device. Even not disguised as a phone number, everyone knows the trick.
8. Back up your business and private data promptly and regularly. You can do this by saving them in your OneDrive or sending them as quickly as possible by e-mail to the respective recipient for whom they are intended. Only then are they secured. This way, DB-IT can access them if your device breaks or goes missing.

Terms of Use "Mobile Data Communication"

By accepting the smartphone/tablet and these Terms of Use, the employee confirms compliance with the Terms of Use:

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

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

² See also DB Asset Protection Directive, 136.01.03

9.1 Take-Off: Safety Considerations

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

It's part of your job, so don't lend or sell it.

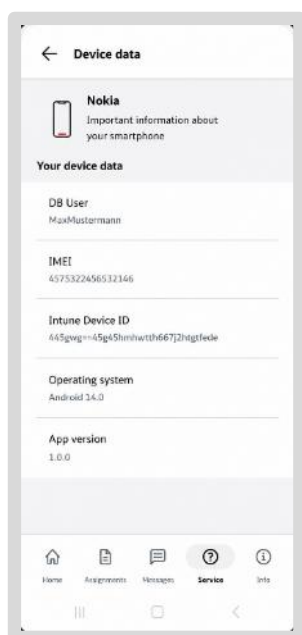
If the smartphone/tablet needs to be returned for security reasons, send it back like this.

> See under Quick Start Guide: [Replacement of smartphone/tablet](#)

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

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

To do this, open the *Mobile Info app*, go to the "Help" tab via the tabs at the bottom of the screen and then to the "Device data" sub-item. Here you will see your data for your smartphone/tablet, such as the serial number, IMEI or the operating system version (e.g. Android 16).



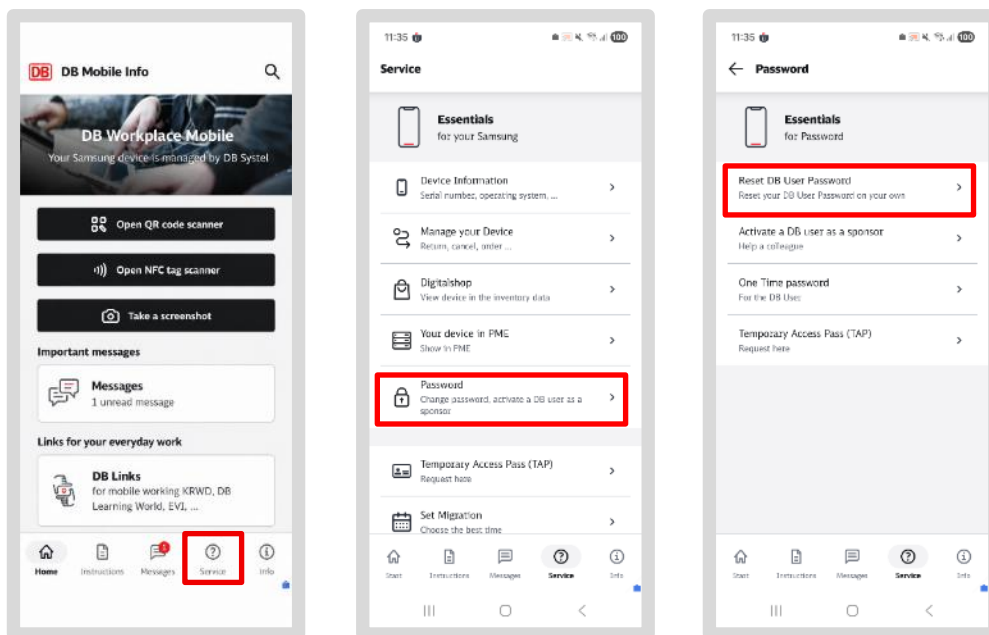
10 Forgot your password, return your device

Forgot your screen lock password or don't remember your DB User password? Outlook keeps crashing? Getting error messages you don't understand? Don't worry, you'll find help here.

10.1 DB User Forgot or Change Password

If you don't remember your DB User login details or want to change them:

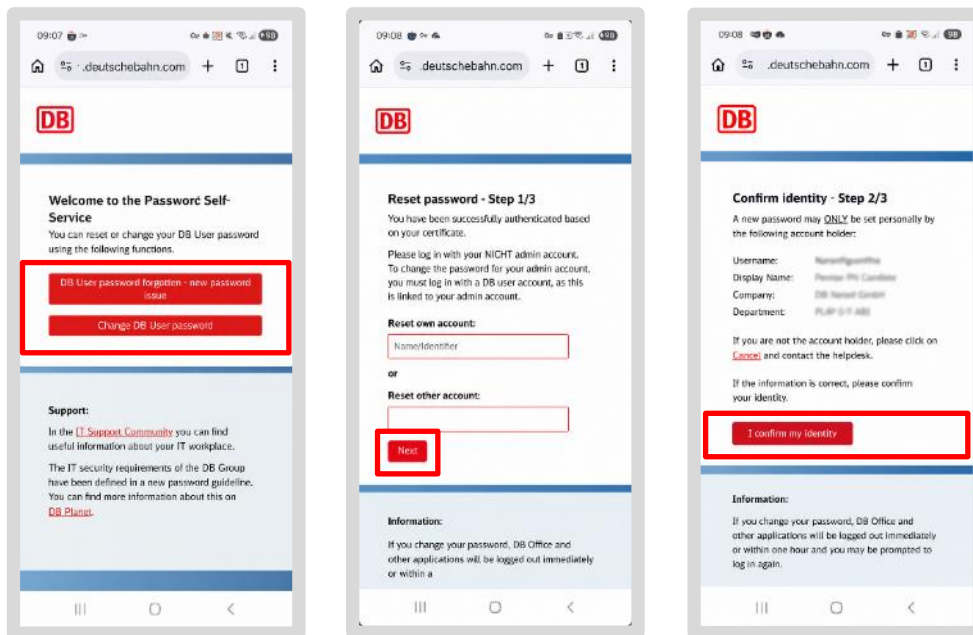
- In the *DB Mobile Info* app, select the "Service" tab
- From there, tap Passwords
- Then tap on "Reset DB User Password"



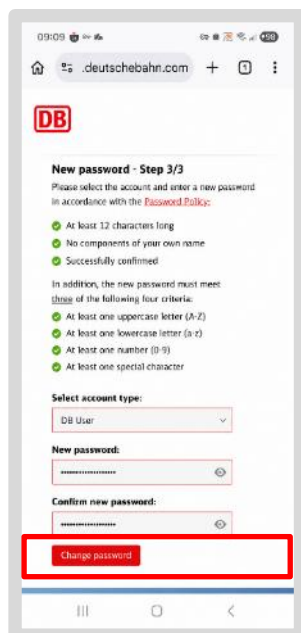
Note: At this point, a connection to F5 Access will be established automatically. This is necessary to complete the following steps. If you have not established an *F5 Access* connection, you will need to activate it manually to continue!

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

- Now select the button that applies to you
- Tap "Continue" without typing anything
- Then confirm your identity



- Now, taking into account the password policy, enter your new password
- Confirm the entry with "Change password"



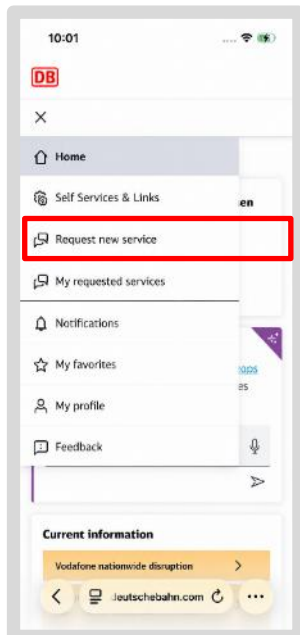
10.2 Help via the IT ServiceDesk app



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

How to get to the IT ServiceDesk app:

- Open the *IT ServiceDesk app* in the Work/Business section
- Or call them up via the link: db.de/itservicedesk
- In the top left corner of the app, you'll find the menu
- Click New Service Request, then select the method you want to use to communicate your request



In addition, you can do the following in the IT ServiceDesk app under "Self Services & Links":

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

10.3 Lost your smartphone/tablet?

Call the IT ServiceDesk immediately :

About the DB Mobile Info App:

- Tap the Service tab
- Scroll all the way down and tap Call IT Service Desk
- a call is automatically generated

If you can't open the app, dial this number:

- 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 the loss or theft

Make sure that your work data is deleted by your colleagues, i.e. a so-called "remote wipe" is carried out!

Inform your cost center or mobile phone manager immediately:

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

Report the loss in the digital shop:

- Report a loss or theft via the digital shop
- Open the digital store 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 tap "Theft of mobile device" or "Loss of mobile device" in the drop-down menu
- If you have any questions, please contact your mobile phone manager!

10.4 Defective smartphone/tablet

Inform your mobile phone manager immediately:

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

Deregister the smartphone/tablet in the digital shop:

- Open the digital store 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 tap Mobile Device Unsubscribe from the drop-down menu
- You can find instructions on how to exchange them at db.de/mobile-setup
- If you have any questions, please contact your mobile phone manager!

10.5 Return smartphone/tablet?

If your smartphone/tablet is defective, you can find a quick guide for replacing smartphones/tablets on db.de/ae under Setup/Quick Start Guides.

Important: Back up your data in advance. This is because your smartphone/tablet will be completely erased after it has been returned by the recycler. As a result, all data (business and private) will be lost.

You can back up your work data to OneDrive. This saves the data in the cloud and allows you to access it at any time from any of your devices.

- > We show you how to set up OneDrive in [Chapter 8.2 Setting up OneDrive](#)
- > or at mobileworkplace.deutschebahn.com/mobile-daten-sichern.

Deregister your smartphone/tablet in the digital shop:

- Open the digital store
- 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 tap Mobile Device Unsubscribe from the drop-down menu

- > Link to the digital shop: <http://www.db.de/digitalshop>
- > You can find instructions on how to replace them at db.de/mobile-setup contact your mobile phone manager if you have any questions!

Simply return your smartphone/tablet yourself via the IT Recycler Portal:

- Log in to the IT Recycler Portal
- Order a free return
- Choose whether you only need the return slip for the return or whether you would like to have a box sent to you as well
- You will receive the label by email and the box by post to your specified address

> Link to the IT Recycler Portal: <http://www.db.de/itverwertung>

Prepare your smartphone/tablet for shipping:

- Remove the personal accounts on your smartphone/tablet
- Remove your SIM card and memory cards
- Pack your smartphone/tablet well so that it is not damaged during transport and pack existing accessories (power adapter, USB charging cable, etc.) in the return box
- Stick the return label on the box and take it to the post office

Congratulations!

You have successfully set up your work smartphone/tablet!

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

You can find more information about your smartphone/tablet in the app: *DB Mobile Info*.

> You can find a short guide to backing up your data at: mobileworkplace.deutschebahn.com/mobile-daten-sichern