



Operating system versions iOS 26.5 and Android 14 & 15

Initial setup for Samsung/Nokia/HMD & iPhone/iPads

DB Workplace Mobile

DB System GmbH | 19 May 2026

Table of Contents

1 Welcome	6
2 Unpacking your smartphone/tablet	7
3 Prerequisites	8
4 Initial setup for Samsung/Nokia/Gigaset	9
4.1 Inserting the SIM card	9
4.2 Switch on your smartphone/tablet	9
4.3 Note for KVE Business devices	9
4.4 Unlock your smartphone/tablet	9
4.5 Change screen lock	10
4.5.1 Samsung/Nokia smartphone	10
4.5.2 Gigaset smartphones & all tablets:	11
4.6 Notes on switching on the device daily	11
4.7 Activate the Welcome app	12
4.7.1 To activate the Welcome App, proceed as follows:	12
4.8 Take Off: “Log in on your mobile device”	13
5 Initial setup for iPhone/iPad	15
5.1 Switch on your smartphone/tablet	15
5.2 Note for KVE Business devices	15
5.3 Link DB User	15
5.4 Receive SMS one-time password	16
5.5 Insert the SIM card	17
5.6 Set up Screen Lock	17
5.7 Enable Location Services	17
5.8 Check for updates	17
5.9 Activate smartphone/tablet	19
5.10 Take Off: “Log in on your mobile device”	22
6 Work and personal content	24
6.1 Managing items on home screens	25
6.1.1 Only for Samsung/Nokia/Gigaset	25
6.2 Separating work and personal use	28
6.3 Downloading DB apps	29

6.4 Take Off: Separation of personal and business use + grouping of apps	30
7 Further settings	31
7.1 The operating system	31
7.2 Quick Access/Control Centre	31
7.2.1 Samsung/Nokia/Gigaset	31
7.2.2 iPhone/iPad	33
7.3 Take Off: Managing apps on the home screen:	34
7.3.1 Create a folder (group)	34
7.3.2 Rename folder (group)	34
7.3.3 Moving apps/folders	34
7.3.4 Moving apps to the home screen	34
7.4 Connect to the internet	35
7.4.1 DB Wi-Fi	35
7.4.2 Public Wi-Fi	35
7.4.3 About mobile data – your data allowance	35
7.4.4 Your Vodafone contract – Elfe (electronic telecoms bill)	35
7.4.5 Offline mode (Airplane mode)	35
7.5 F5 Access – Establish a VPN connection	36
7.5.1 Set up the VPN connection	36
7.6 Take Off: Certificates & VPN connection	38
7.7 Improve battery life	39
7.8 Setting up voicemail	39
7.9 Disable advertising ID	40
8 The most important apps to get you started	41
8.1 Hub App – Download new apps	41
8.2 The Welcome App	42
8.2.1 Taking screenshots	42
8.2.2 Enable the screenshot function	43
8.2.3 Enable push notifications	44
8.2.4 You can find your messages here:	45
8.2.5 Scanning QR codes	46
8.3 Microsoft Authenticator app	46
8.4 App DB password for iPhones/iPads	48
8.4.1 Installing the DB Passwort app	49



8.4.2 Setting up the DB Password app	50
8.4.3 Open database	50
8.4.4 Create a database	52
8.4.5 Create new passwords	54
8.5 Outlook	56
8.5.1 Set up Outlook/Create an email account/Set up email encryption	56
8.5.2 iPhone/iPad:	57
8.5.3 Setting up an email signature	58
8.5.4 Email synchronisation – All emails always up to date	59
8.5.5 Creating new contacts in Outlook	60
8.5.6 Synchronising contacts in Outlook	60
8.6 MS Office	60
8.7 Microsoft Authenticator app	61
8.8 Takeaway: DB Apps	63
9 Backing up your data	64
9.1 Back up work data to OneDrive	64
9.2 Setting up OneDrive	64
9.2.1 Android 15	65
9.2.2 Android 16	65
9.3 Backing up photos	67
9.3.1 Samsung/Nokia/Gigaset	67
9.4 Backing up PDF files	69
9.4.1 iPhone/iPad	70
9.4.2 Save PDF files directly to OneDrive	74
9.5 Back up contacts to OneDrive	75
9.6 Importing contacts from OneDrive	76
9.7 Backing up contacts via Outlook	78
9.8 Backing up passwords	78
9.9 Backing up personal data	78
9.10 Take Off: where are your photos, files and documents?	79
10 Data protection and terms of use	81
10.1 Take Off: Safety aspects	83
11 Forgotten your password, returning your device	84
11.1 Help via the Welcome app	84



11.2 Forgotten or changing your DB User password	84
11.3 Help via the IT ServiceDesk app	86
11.4 Lost your smartphone or tablet?	87
11.5 Is your smartphone/tablet faulty?	88
11.6 Returning your smartphone/tablet?	88

1 Welcome

We're delighted that you've chosen a DB smartphone or tablet!

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

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

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



So, take a look and stay up to date!

Note: If your smartphone/tablet isn't set up yet, ask a colleague to open the Welcome app on their device.

2 Unpacking your smartphone/tablet

Have you received your new smartphone/tablet? First, check that your name is on the package and that you've received the correct one. Compare it with your order – if the details don't match, ask your mobile phone administrator.

Is everything there?

- Smartphone or tablet
- SIM card letter (sent by Vodafone; if necessary, ask your mobile phone administrator)
- 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



Getting started – we're here to help!

You'll receive a printed leaflet along with your smartphone/tablet. This will help you with the initial setup! Further information is also available here:

> www.db.de/ae



> db.de/mobile-setup

> db.de/mobile-restore

Let's get started

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

Choose the guide that suits you:

> [Samsung/Nokia/Gigaset](#)

> [iPhone/iPad](#)

3 Prerequisites

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

What is the DB User?

The DB User is the user account for all employees within the DB Group. It consists of a password of your choice and an automatically generated login name. You will receive the login name once your DB User account has been successfully activated.

How do I activate the DB User?

The DB User is activated once, **together with a sponsor**. During this process, you set a 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 [here](#)

Or follow the instructions in [Chapter 11.1 Help via the Welcome App](#).

4 Initial setup for Samsung/Nokia/Gigaset

4.1 Inserting the SIM card

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

- Open the tray using the tool provided
- Pull out the card holder and insert the SIM card
- Insert the card holder back into the smartphone/tablet



Gigaset:

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

4.2 Switch on your smartphone/tablet

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

- 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 tap "OK"



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

4.3 Note for KVE Business devices

Are you using a KVE Business smartphone/tablet? If so, go to db.de/mobile-restore.

- Select the appropriate recovery instructions for your device
- Go to Chapter 2 "Start recovery"
- Follow the steps to set up your device
- Then jump to these instructions to complete the initial setup

4.4 Unlock your smartphone/tablet

Next, unlock the smartphone/tablet:

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

Note: Enter the password quickly, otherwise the screen will switch off after a short time.

4.5 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 combination of numbers. Please note the data protection and usage information in [Chapter 10: Data Protection and Usage Information](#).

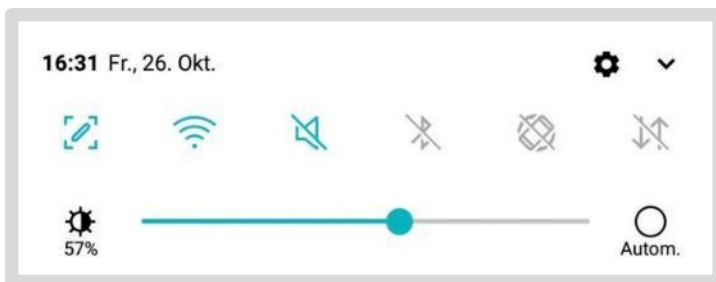
Passwords must be at least **12 characters** and must contain at least 3 out of 4 of the following:

uppercase letters, lowercase letters, numbers, special characters.

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

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

In the next section, we’ll show you how to set up the screen lock, first for the smartphone and then for the tablet.



4.5.1 Samsung/Nokia smartphone



- Go to the “Settings” section
- Tap the “Settings” app in the “Personal”/ “Privacy” section
- Or swipe down from the top of the screen
- A bar with icons will open

- Tap the cog icon in the top right-hand corner
- You’ll see a menu with various options
- Tap on “Lock Screen” and select “Lock Screen Type”
- Enter your current screen lock. The first time, this is the password from [section 4.3 Unlocking \(DB-Device2019\)](#)
- 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. To do this, follow the instructions displayed on the screen

4.5.2 Gigaset smartphones & all tablets:



- Go to the “Settings” app in the “Personal”/ “Private” section
- Tap “Security” and then “Screen lock”
- First, enter your current device password
- The first time, this is the password from step 3 (DB-Device2019)

- Select “No, thanks” from the following options and tap “Next”
- Enter a new password or PIN. Make sure you remember it!

If you want to set up biometric security:

- Tap “Biometric data and security”:
- Select the “Face Recognition” field here
- Enter your current device password/PIN
- Follow the instructions. The device will now scan your face (Note: if you wear glasses, you must remove them during the scanning process)
- Once face recognition has been set up, a notification will appear
- Confirm the “Quick Face Recognition” message by tapping “OK”

4.6 Notes on switching on the device daily

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 provided in the SIM card letter from Vodafone
- Unlock your smartphone/tablet using your personal password/PIN. Alternatively, the device will recognise you via your fingerprint/face

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

4.7 Activate the Welcome app

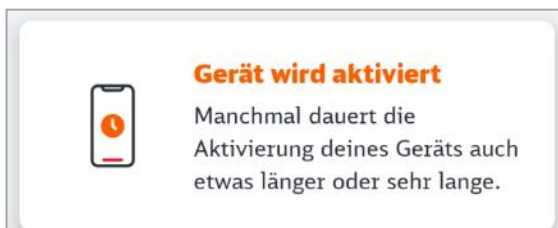


To use all DB apps, first activate your smartphone/tablet via the Welcome App. You only need to do this once.

Important: To activate a tablet, first establish a VPN connection. To do this, go to **Chapter 7.5 F5 Access – Establishing a VPN connection** .

4.7.1 To activate the Welcome App, proceed as follows:

- Go to the home screen and swipe up with your finger
- Tap 'Work/Business' in the bottom right or top right corner
- Tap the "Welcome App"
- Confirm the following messages by tapping "Next" and "Start"
- Tap on "Start activation"
- Enter your DB user login details. These are your DB user username and your DB user password
- Forgotten your password? Change it in [Password Self-Service](#)
- Enter both into the two empty fields and tap "Log in"



Wait approx. 30 minutes.

Please note: Sometimes it takes a little longer, or even a very long time, to activate your smartphone/tablet. Please be patient.

Your device is activated!

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

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



Activation failed?

- Activate the device again
- To do this, go to the Welcome app and select the “Help” tab at the bottom right
- Then tap on “Re-activate device”
- Only then can you download all other necessary DB apps and start using them

4.8 Take Off: “Log in on your mobile device”

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’ll 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, and it remains the same
- If you’ve forgotten it, take a look [here](#)

Password for the screen lock:

- The screen lock is a personal password or a combination of numbers
- This protects your smartphone/tablet from unauthorised access
- The first time you unlock the device, the password is “DB-Device2019”
- Then set a new PIN or password and make sure you remember it

DB User username & 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 login consists of your first name and surname
- You set the DB User password yourself during activation
- If you have forgotten your password, change it [here](#)

Please note: Some tools, such as ATOSS, have their own passwords. You can store these in the ‘Keepass2Android’ app (see [section 9.7: Storing passwords](#)). (This applies only to smartphones and tablets running the Android operating system)

*Currently cannot be synchronised with OneDrive

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

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

To do this, follow the “Quick guide to initial setup of a mobile DB device”. You received this together with your new smartphone/tablet. Or open it at

> db.de/mobile-setup

5 Initial setup for iPhone/iPad

5.1 Switch on your smartphone/tablet

Connect your iPhone/iPad to the power supply.

- Press the power button
- After a few moments, the iOS Setup Assistant will start and “Hello” will appear on the screen
- Swipe up across the screen to begin
- Select a language and country
- Tap “Set up manually”



5.2 Note for KVE Business devices

Are you using a KVE Business iPhone/iPad? If so, go to

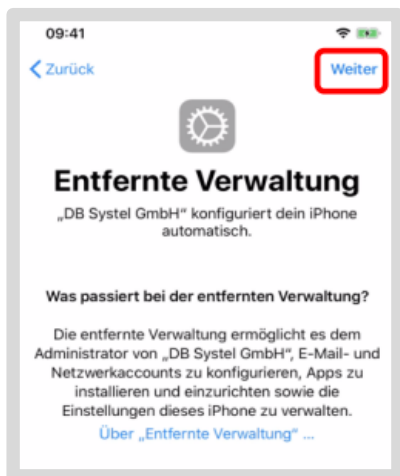
> db.de/mobile-restore.

- Select the recovery guide for iPhone/iPad
- Go to section 1.3 “Start restoration”
- Follow the steps to set up your device
- Then return to these instructions to complete the initial setup

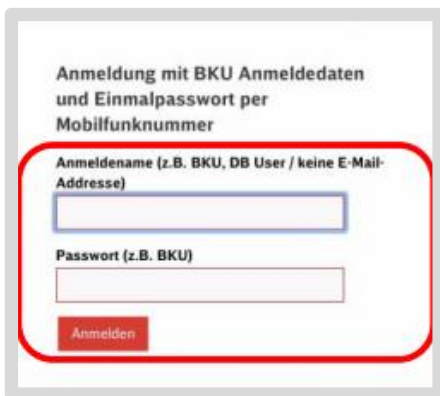
5.3 Link DB User

Connect to the internet:

- In a DB building: Select “dbs4public” and accept the terms and conditions.
- Using another Wi-Fi network or mobile data: Connect via your private Wi-Fi or mobile data. You may need to enter your private login details here.
- The device will now be activated and managed remotely
- In the next step, tap ‘Continue’:



- Tap the red down arrow and select “Login details and SMS one-time password” as the login method
- Enter your DB user login details:



5.4 Receive SMS one-time password

In the next step, you will be asked to enter the SMS one-time password. This has been sent to the mobile number linked to your DB User account. To retrieve the SMS one-time password, proceed as follows:

- Insert your SIM card into another smartphone. You can use your old or personal device, or a colleague's
- You will receive the one-time password via SMS
- Enter the SMS one-time password into your new iPhone/iPad and tap “Log in”
- The iPhone/iPad will now be configured

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

- If the link doesn't work on your iPhone/iPad, try using a colleague's device

If the correct mobile number is registered and you still do not receive a password via text message, you have probably entered your login details incorrectly in the 'Link DB User' step (Section 5.2). Go back to 'Link DB User' (Section 5.2) and try again.

5.5 Insert the SIM card

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

- There is a small slot at the top or side of your device which you can open using the tool provided
- Insert the SIM card there and proceed to the "Set up screen lock" step

5.6 Set up Screen Lock

The passcode is the code you'll use to unlock your iPhone/iPad in future. You'll now be asked to set up a passcode for your iPhone/iPad. Think of a new, six-digit passcode.

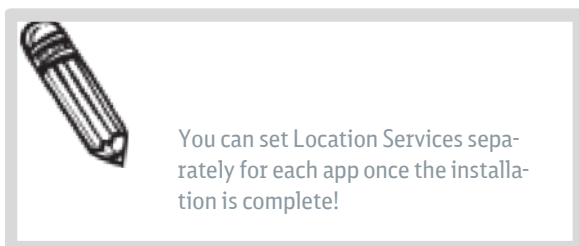
- Enter the passcode twice in succession
- Tap "Continue"
- In future, always use this personal passcode when turning on and unlocking your iPhone/iPad

After activating your iPhone/iPad, set up Face ID (face recognition) for unlocking if required:

- Go to the iPhone/iPad "Settings" and select "Face ID & Passcode"
- Enter your personal passcode
- Tap "Add Face ID" and follow the on-screen instructions

5.7 Enable Location Services

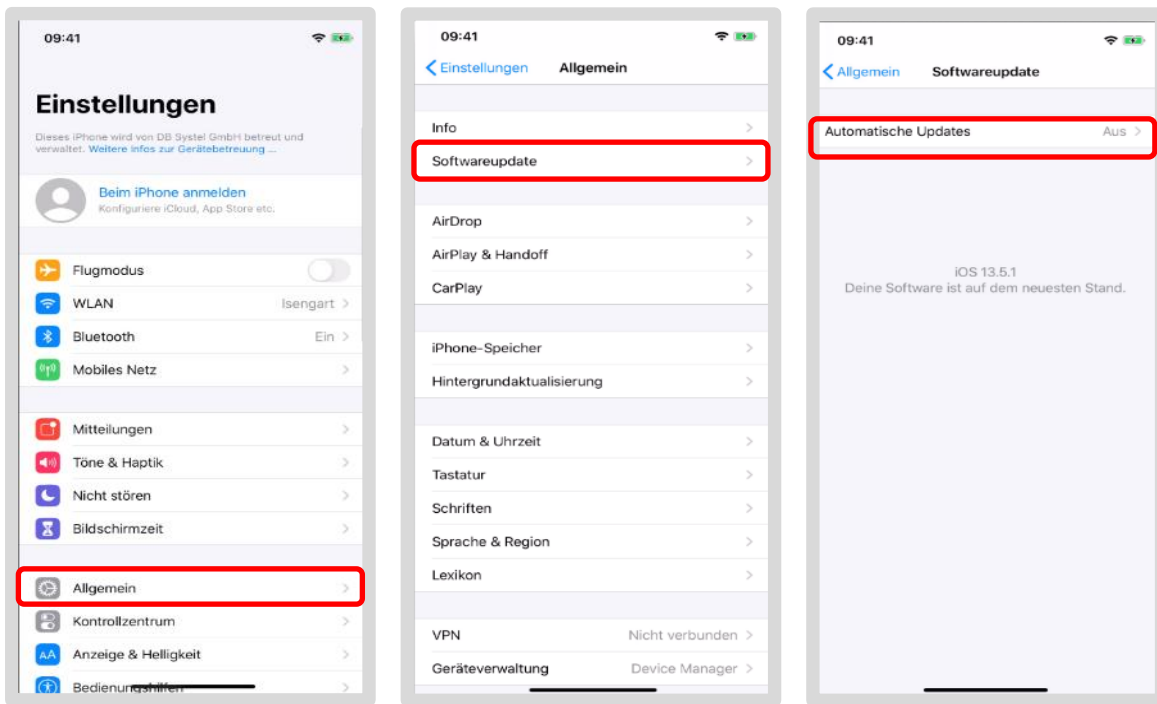
Next, enable Location Services. This is necessary so that the exact time is displayed on the iPhone/iPad. Tap "Enable Location Services".



5.8 Check for updates

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

- Open the "Settings" app

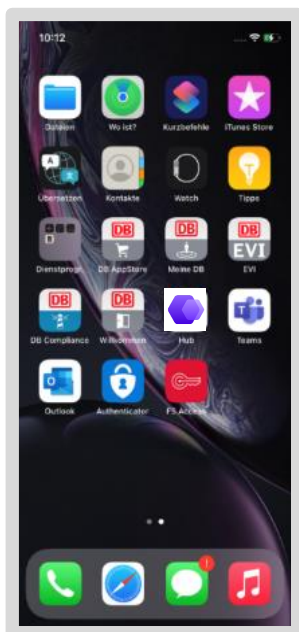


- Tap “General”
- Then tap on “Software Updates”. If a new software version is displayed here, install it
- To ensure your iPhone/iPad is always up to date, enable the “Automatic Updates” feature



5.9 Activate smartphone/tablet

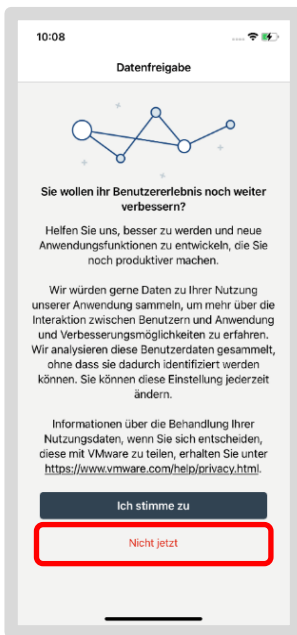
To use all DB apps, first activate your iPhone/iPad. You only need to do this once. Follow these steps:



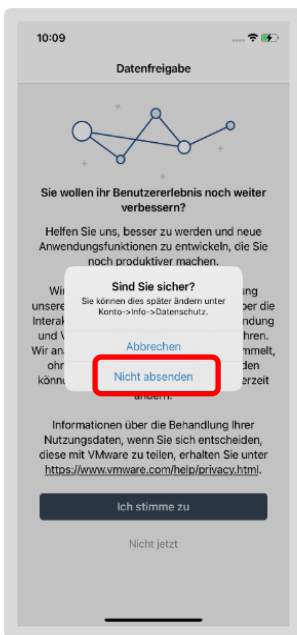
- Open the Hub app (this is installed on your iPhone/iPad by default)



- Tap "I understand" after reading the privacy policy

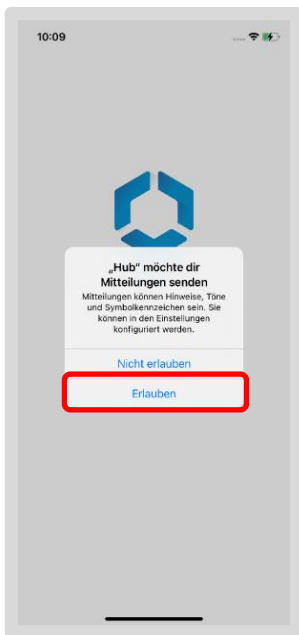


- Tap “Not now”

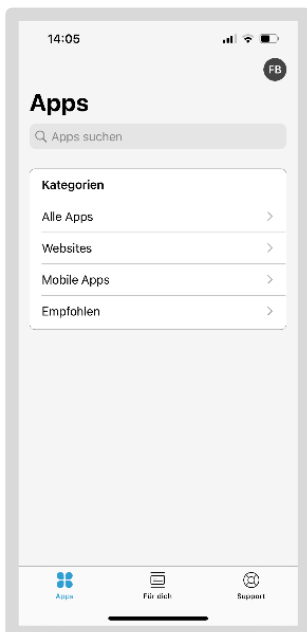


- In the next step, tap “Don’t send” in the data sharing dialogue



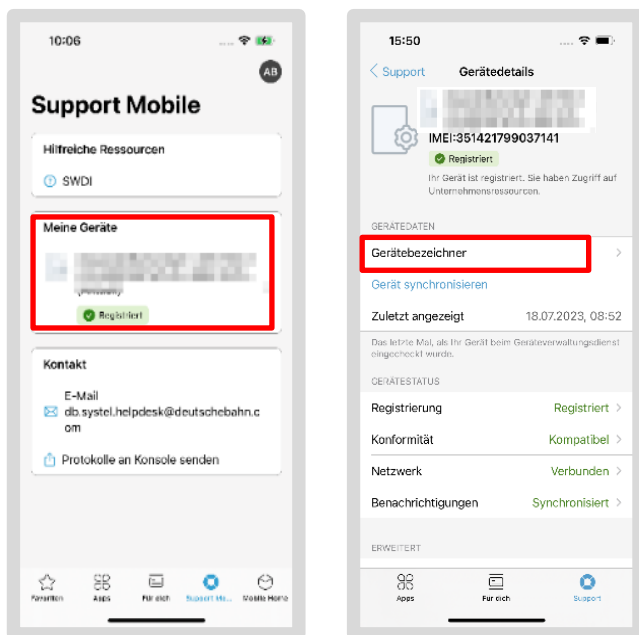


- Grant the Hub app permission to send you notifications



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





- Under “This device”, tap your iPhone/iPad
- Then tap on “Sync Device” to register your iPhone/iPad within the mobile DB World

Once activated, the device will begin installing the relevant apps. This process may take **a few minutes**, as the installation depends on your network connection.

5.10 Take Off: “Log in on your mobile device”

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’ll 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, and it remains the same
- If you’ve forgotten it, take a look [here](#)

Password for the screen lock

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

DB User login name & DB User password

- You’ll need your DB User login 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 [here](#)

Please note: Some tools, such as ATOSS, have their own passwords.

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

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

To do this, follow the quick guide for initial setup of a mobile DB device. You received this along with your new iPhone/iPad. Or open it at db.de/mobile-setup.

6 Work and personal content

These instructions apply to all smartphone and tablet models. We therefore distinguish between the following in some places:

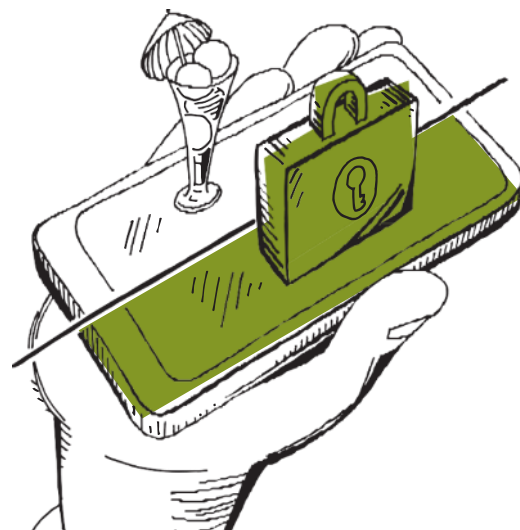
- Samsung/Nokia/Gigaset
- iPhone/iPad

The difference lies in how personal and work-related content is separated on the smartphone/tablet:

- On **Samsung/Nokia/Gigaset**, work-related content and apps are stored in a separate 'Work/Business' section. You can recognise work apps by a briefcase icon on the app icon and a grey briefcase icon in the top right-hand corner next to the battery icon.
- On **iPhone/iPad**, there is no visible separation between work and personal content. Therefore, please follow the guidelines in [section 6.2: Distinguishing between work and personal use](#)

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!

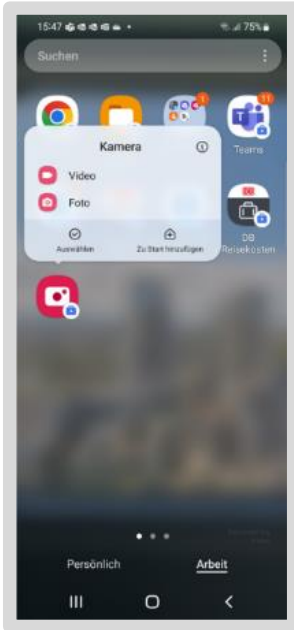


6.1 Managing items on home screens

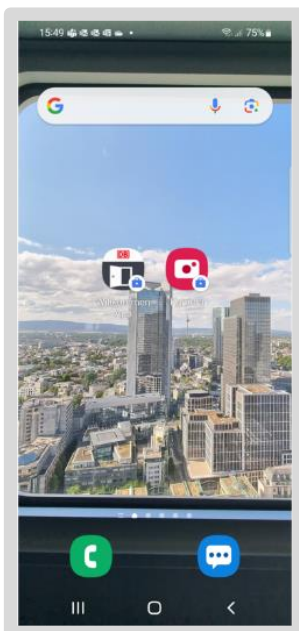
6.1.1 Only for Samsung/Nokia/Gigaset

You can drag DB apps that you use every day, such as the work camera app, onto the home screen. Here's how:

- Press and hold the app

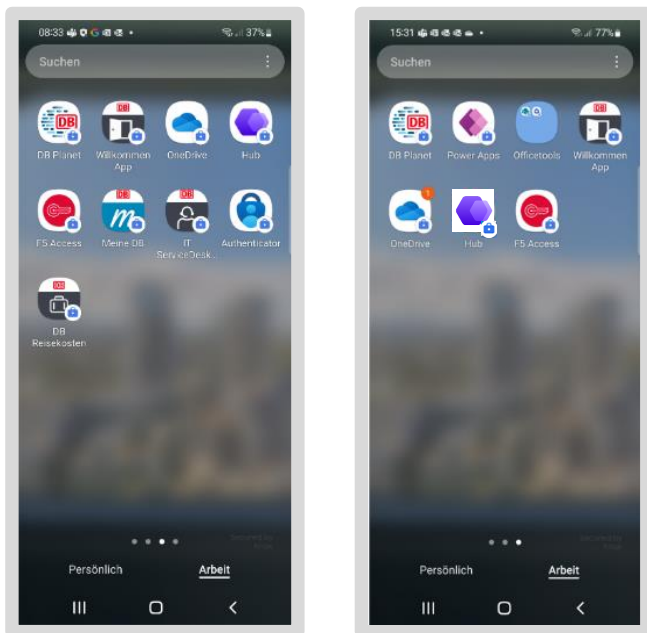


- A small window will open over the app. Tap 'Add to Home Screen'
- Drag the app to the left until it appears on the home screen you want (Note: your device usually has several home screens)

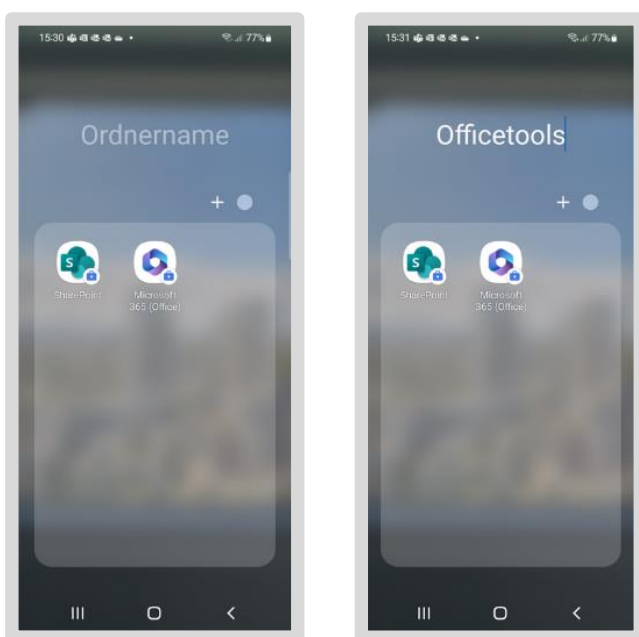


Notes on grouping

- Press and hold the app
- Drag the app onto another app and then let go

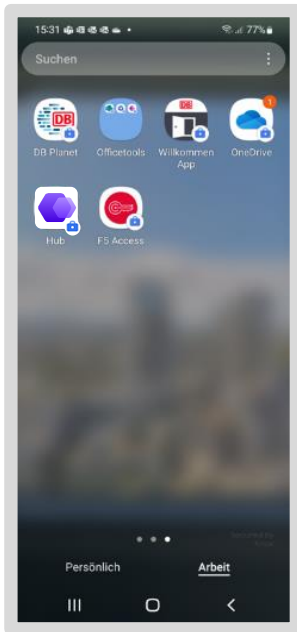


- A group or folder will be created



- Type in the name of the folder or group





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

iPhone/iPad only

Create a folder (group)

Tap an app or shortcut.

- Press and hold it until the apps start to wobble
- Drag the app or shortcut onto another one. Then let go. A folder has been created
- If you want to add more apps to the folder, drag them onto it

Rename a folder (group)

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

> For more tips, visit the [Apple Support](#) page

6.2 Separating work and personal use

Work use is when you:

- start your shift via an app
- or open the current duty roster

Personal use is when you:

- watch Netflix
- listen to Spotify
- Create 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.

Samsung/Nokia/Gigaset



Nokia view



View on Samsung

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

- Swipe your finger upwards 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 can 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.

iPhone/iPad

On your iPhone/iPad, personal and work data are only separated in the background. There is therefore **no visible separation** between work and personal content. Please note the following guidelines when using apps to ensure that work and personal data do not get mixed up:



Email: The “Outlook” app is used exclusively for work purposes. For personal use, use other services such as Gmail etc.



Messenger: For work-related communication, use the apps available via the Hub app (e.g. Teams). WhatsApp is not provided via the Hub app. Use it only for your personal contacts.



Camera: For work-related photos, use the OneDrive app; this saves photos directly to OneDrive. The Camera app is for private use only.



Internet: Set Safari as your default browser. If you use other browsers, you may encounter a login error when opening links to DB websites.

6.3 Downloading DB apps

Download work apps with the DB icon via the **Hub app** in the ‘Work’ or ‘Business’ section.



Only apps that you can download from the Hub app comply with DB’s security regulations. On **Samsung/Nokia/Gigaset devices**, they are automatically stored in the work section upon installation.

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

6.4 Take Off: Separation of personal and business use + grouping of apps

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

You can find apps for your work on Samsung/Nokia/Gigaset in the 'Work/Business' section. The apps are marked with a briefcase icon:

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 one to use for your specific purpose.

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.

7 Further settings

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

7.1 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/Nokia/Gigaset** runs on the Android or Android One operating system. You can see which operating system version 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

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

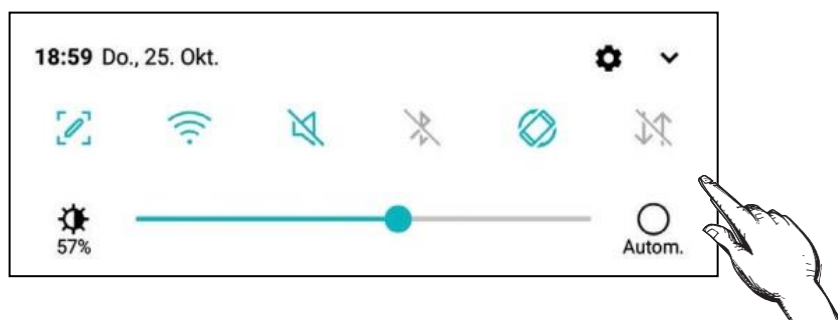
- Open "Settings"
- Tap on "General"
- Tap on "About". The currently installed iOS version will now be displayed here

7.2 Quick Access/Control Centre

7.2.1 Samsung/Nokia/Gigaset

Want to adjust the brightness, turn off Wi-Fi or open your smartphone/tablet's settings? You'll find these functions in the 'Quick Access' menu:

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



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



Wi-Fi



Mobile data



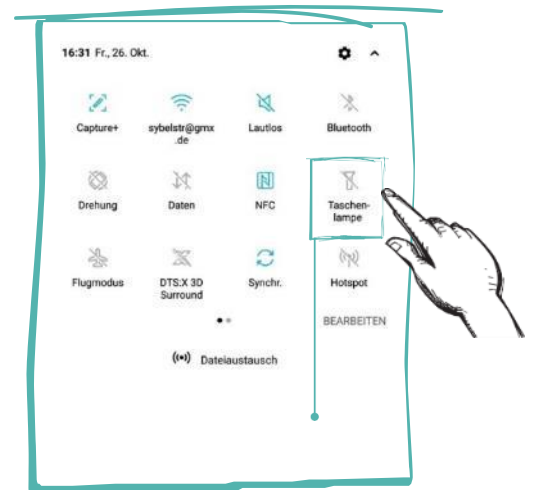
Sound

Adjust screen brightness:

- Tap the bar in the quick settings panel and slide the slider 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.



You can find more settings via the “Settings” app. This is located in your “Personal”/ “Private” section.

7.2.2 iPhone/iPad

Change the settings via the “Control Centre”:

- Swipe down from the top right corner of the screen (Note: On some models, you need to swipe up from the bottom instead)
- The Control Centre will open
- You can now adjust the brightness or volume, among other things
- To close the Control Centre again, swipe up from the bottom of the screen or tap the screen



You can find more settings via the “**Settings**” app.

7.3 Take Off: Managing apps on the home screen:

7.3.1 Create a folder (group)

- Tap an app or shortcut
- Press and hold
- 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

7.3.2 Rename folder (group)

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

7.3.3 Moving 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

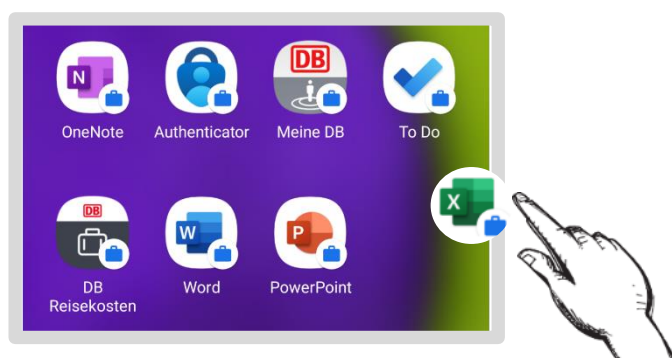
7.3.4 Moving apps to the home screen

Samsung/Nokia/Gigaset smartphone:

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

Samsung/Nokia/Gigaset 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 centre of the screen and then to the left
- You will then see all your work apps
- From there, you can move them anywhere



7.4 Connect to the internet

7.4.1 DB Wi-Fi

- Connect to DB Wi-Fi (dbs4mobile) at DB locations
- This saves your mobile data allowance whilst providing 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, you must first order the “DB Secure Network Access Mobile Device” product via the Digital Shop



7.4.2 Public Wi-Fi

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

- Only log in via DB Wi-Fi or your private home Wi-Fi
- Avoid using third-party, unsecured Wi-Fi networks
- Also, when selecting a network, make sure you use the correct Wi-Fi
- Always follow DB’s general security guidelines



7.4.3 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 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



7.4.4 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 one-off password. You will receive this via email. Keep the password safe. **Important:** You do not need to pay anything; the statement is for documentation purposes only.



7.4.5 Offline mode (Airplane mode)

In the quick access menu of your smartphone/tablet, you can activate offline mode or flight mode. Please note, however, that this will disable all communication functions. This also means that no updates will be carried out and you will not receive any DB messages. Therefore, please consider carefully when you activate flight mode.



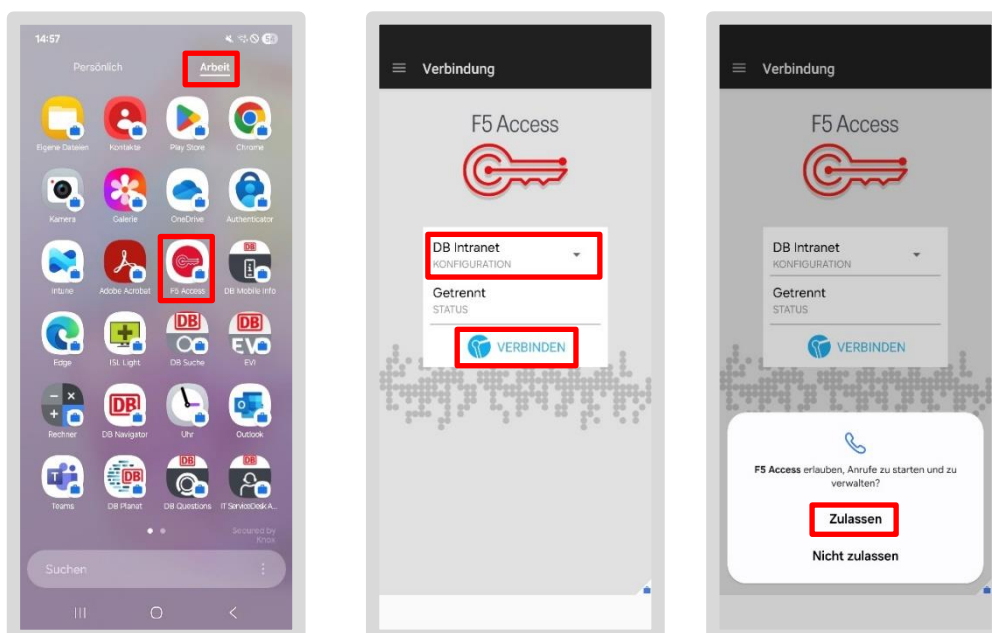
7.5 F5 Access – Establish a VPN connection

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

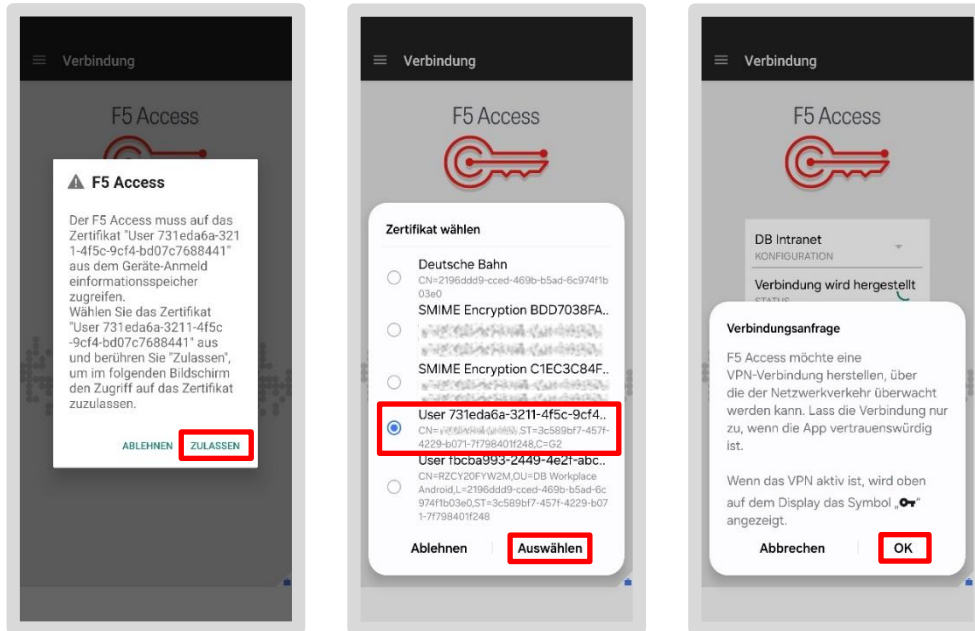


7.5.1 Set up the VPN connection

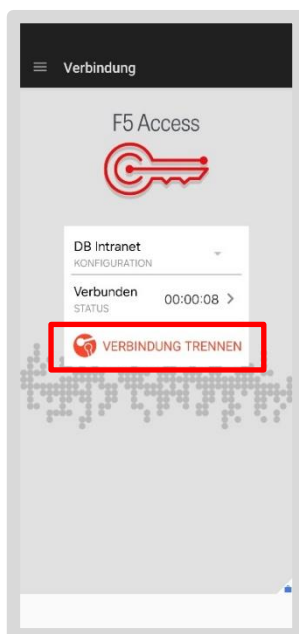
- Open the “F5 Access” app in the “Work/Business” section
- If necessary, agree to the terms and conditions and allow notifications
- Under ‘Configuration’, tap ‘DB Intranet’ and then ‘Connect’
- Then allow calls to be made and managed – select “Allow”



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



- To disconnect, tap “Disconnect”



Note: A VPN connection that is left active all the time will drain your battery quickly. So only switch it on when you really need it.

7.6 Take Off: Certificates & VPN connection

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

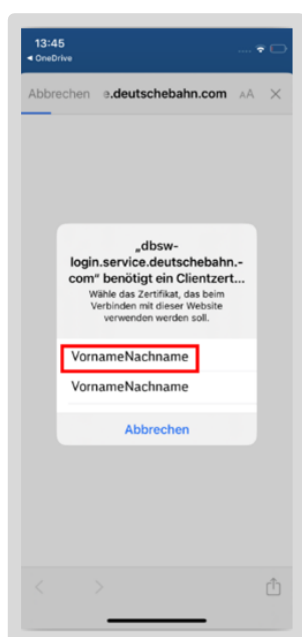
To access certain DB apps and websites on your work smartphone/tablet, you must identify yourself. This is done via a so-called certificate. The certificate then tells the app or website that you are authorised.

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'll 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 connect.

7.7 Improve battery life

- Updates can only be installed on your smartphone/tablet if the battery is more than 20% charged
- If updates are not installed, 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:

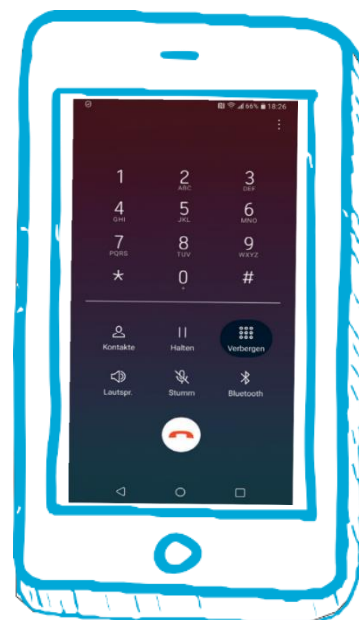
- Switch off services that aren't constantly needed, e.g. Bluetooth, VPN (F5) and the GPS function
- Do not charge the device overnight
- Do not expose it to extreme temperatures, whether too cold or too hot

7.8 Setting up voicemail

Your smartphone/tablet has an answering machine (voicemail); here's how to set it up:

- Tap the Phone app
- Tap on Contacts
- Call your voicemail. To do this, tap 'Voicemail' under 'M' in the contacts list
- A voice menu will tell you exactly what to do and in what order
- Record your own greeting

As soon as someone has left a message on your voicemail, it will appear in your call list. Tap the phone icon to view it.



Speaker: With every call, a screen appears where you can put your calls on speaker, so you don't always have to hold the device to your ear but can hold it comfortably in front of you.



7.9 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 behaviour and preferences. This allows personalised adverts to be displayed on your smartphone or tablet.

The Group 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 disabled; profiling is no longer possible.

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

> [#MobileWorkplace](#)

8 The most important apps to get you started

8.1 Hub App – Download new apps

The most important apps are already installed on your device.

Work-related apps: Download them via the **Hub App**. DB-specific apps, such as DB FASSI-MOVE or DB Baudoku and many others, are only available for download there.



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



On your **iPhone/iPad**, you can download private apps via the **App Store**. Please note that you'll need to set up an Apple ID first.



8.2 The Welcome App



The Welcome App contains instructions for setup and recovery, terms and conditions, and further links relating to your smartphone/tablet. You can find more information about the Welcome App and its features here: [DB Planet](#)

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

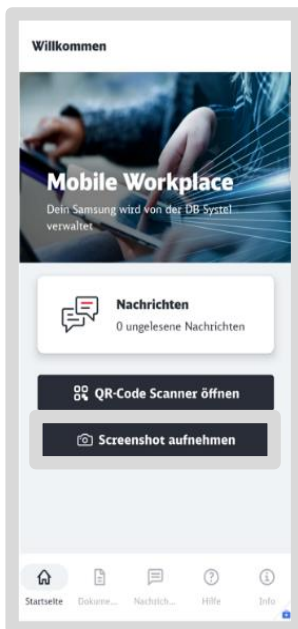
8.2.1 Taking screenshots

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

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

Samsung/Nokia/Gigaset: You can take a screenshot using the standard key combination by pressing the 'Volume Down' button and the 'Power' button together for a few seconds. However, this image will then be saved to your private photo gallery on your smartphone/tablet.

To take screenshots for work purposes that are saved in your work photo gallery, use the Willkommen app!



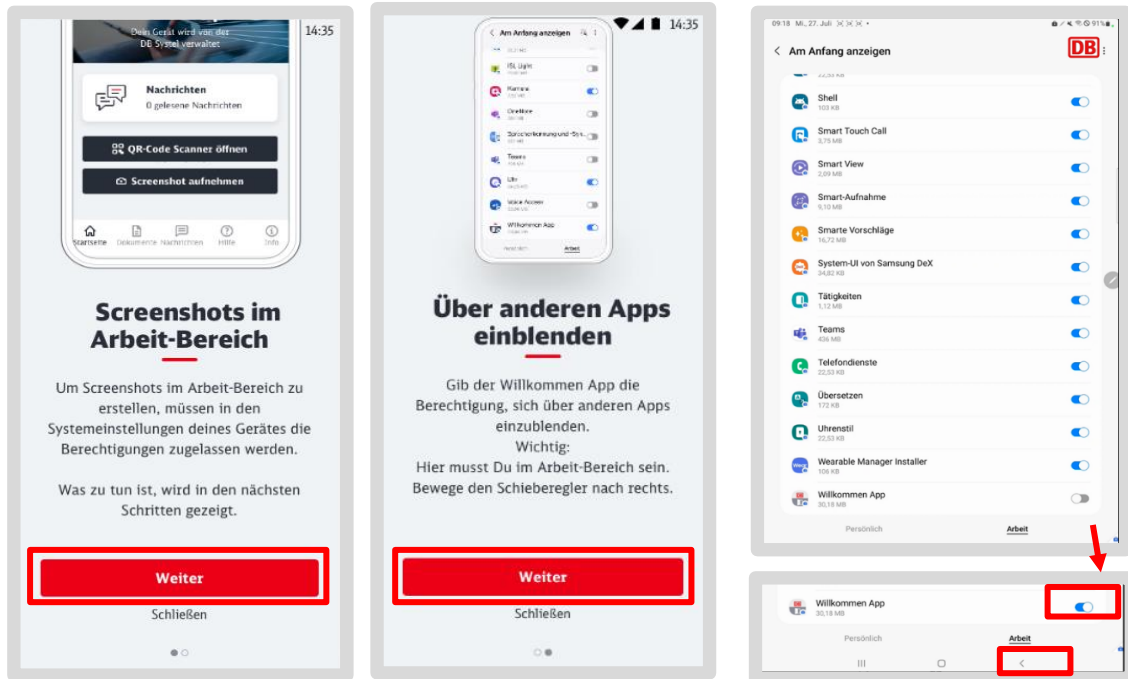
8.2.2 Enable the screenshot function

The first time you use the screenshot function, the app requires certain permissions. We explain how to set these up below or in the video tutorial:

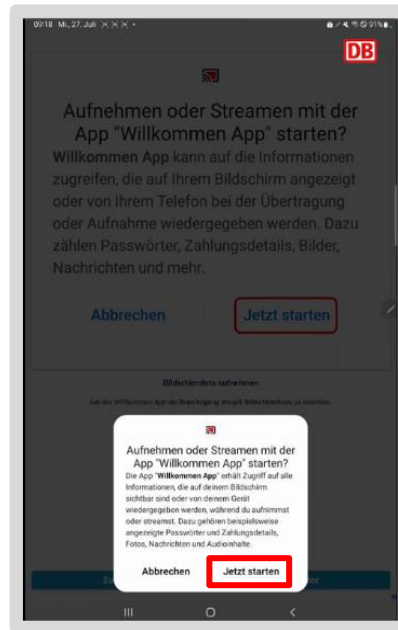
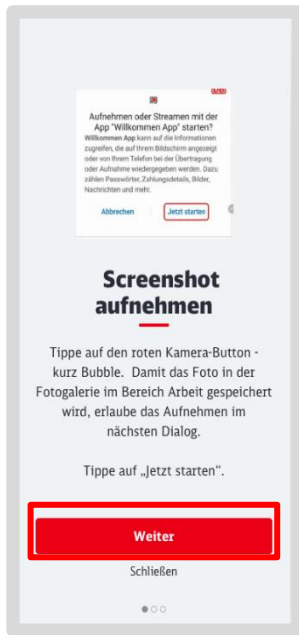
> Enable screenshots

To do this, follow these steps:

- Open the Welcome app
- Tap 'Take screenshot' / 'Take screen capture' on the home screen



- Tap "Continue" when prompted
- In the next step, grant the Welcome app permission to access photos, media and files. This is the only way to save screenshots. To do this, tap "Continue" in the bottom right-hand corner
- A list of your apps will open. Go to the Personal/Work section, scroll to the Welcome app and slide the toggle switch to the right
- Then tap the system arrow in the bottom right-hand corner to return to the Welcome app



- Tap “Continue” again in the bottom right-hand corner
- A prompt will appear asking for your consent to take a screenshot of the content; tap ‘Start now’
- After tapping the “Start now” button, the red camera button will appear on your screen
- A screenshot will then be taken immediately
- The prompt appears every time you tap the bubble



The feature can also be opened via the system notification:

- Swipe down from the top of the screen with your fingers
- You will see your system notifications
- Open the Welcome App notification and tap ‘Bubble on’
- The screenshot is saved in the work photo gallery

8.2.3 Enable push notifications

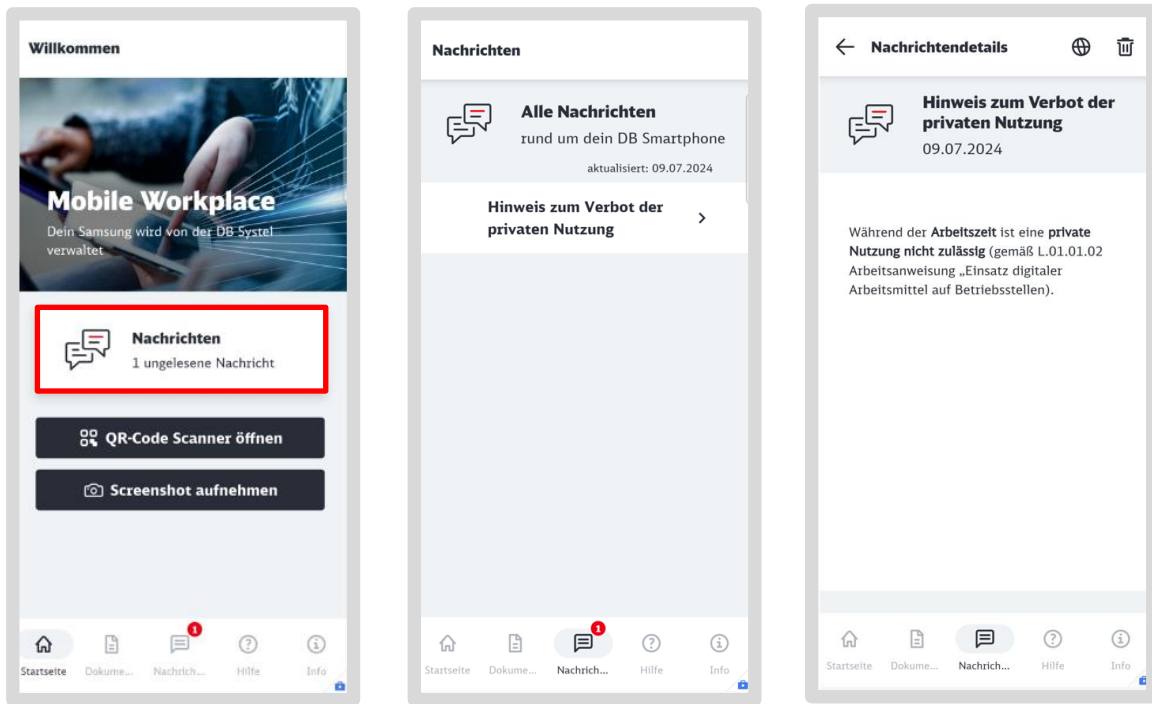
You’ll receive push notifications via the Welcome App for new software updates or anything else relating to your device. For example, this is how we’ll let you know about the distribution and automatic installation of software on your smartphone or tablet.

All information about the Welcome App can be found here:

> [#MobileWorkplace](#)

8.2.4 You can find your messages here:

- Open the Willkommen app – you’ll see the notifications area on the home screen
- If you have a new message, you’ll see a small red number next to ‘unread messages’
- To read messages, either tap the ‘Messages’ section at the top centre of the screen or tap the ‘Messages’ tab at the bottom:



You can find more information here:

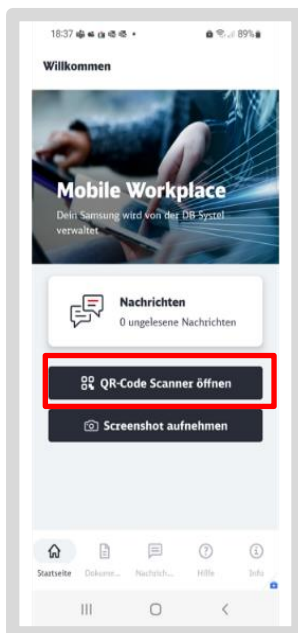
> [Welcome App: Receiving messages](#)

8.2.5 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 **Welcome App** on your smartphone or tablet:

- Open the Welcome 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 designated rectangle
- Once the code has been scanned, you will be redirected to the website



8.3 Microsoft Authenticator app

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

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

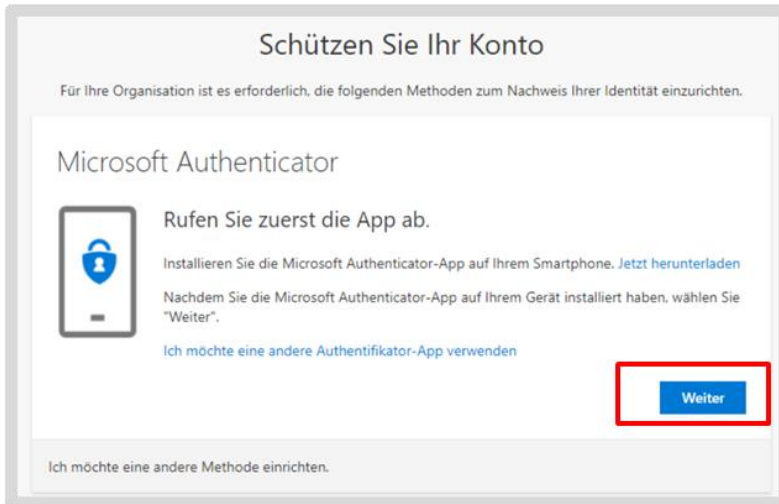
- VPN connection to Basic Workplace MAC
- Using the DB Admin account
- Accessing specific applications, e.g. SAP



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.

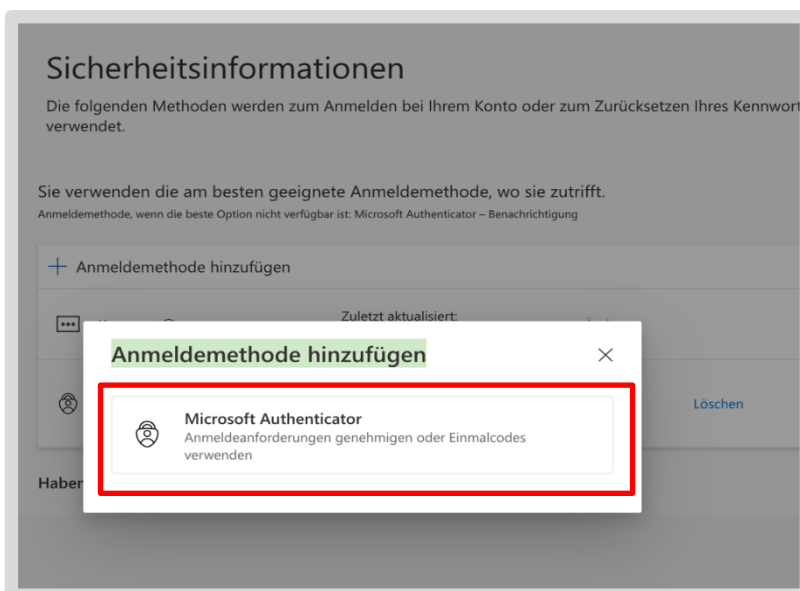
Using the Microsoft Authenticator app for the first time

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 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 on those websites
- **Tip:** If you have difficulty reactivating the connections in the Authenticator app after recovery, use the self-service option: “Reset Microsoft Authenticator app (MFA)”: db.de/resetmfa and then follow the steps in this section from top to bottom

8.4 App DB password for iPhones/iPads

The DB Password app is designed to enable DB staff to store passwords securely and in accordance with DB guidelines on iPhones and iPads, and to access them when needed.

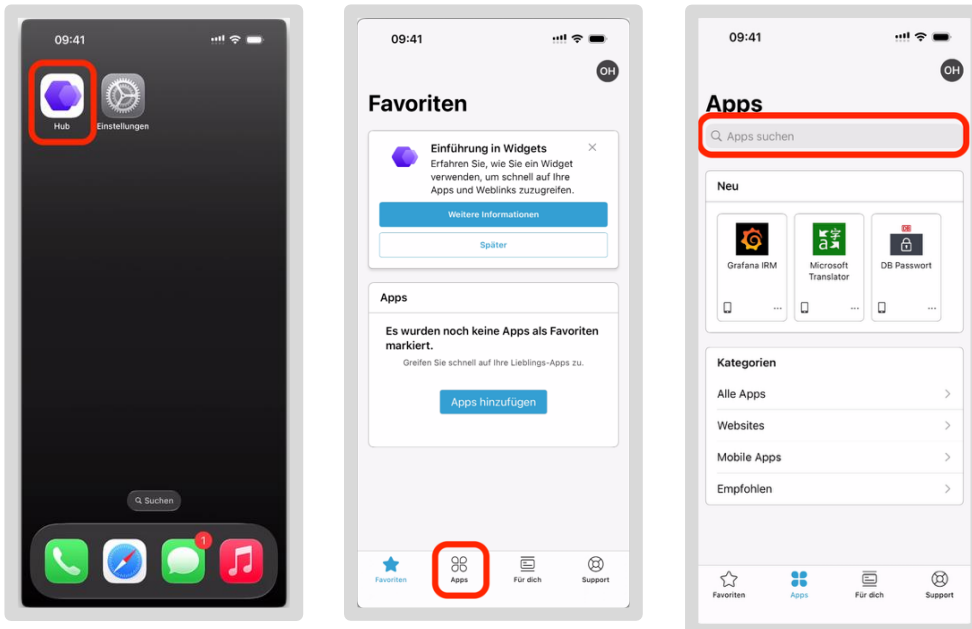
Notes on use:

The DB Password app does not store passwords ‘individually’, but always within a password database. Only once you have created or opened a database can you store and manage passwords and later use the AutoFill function.

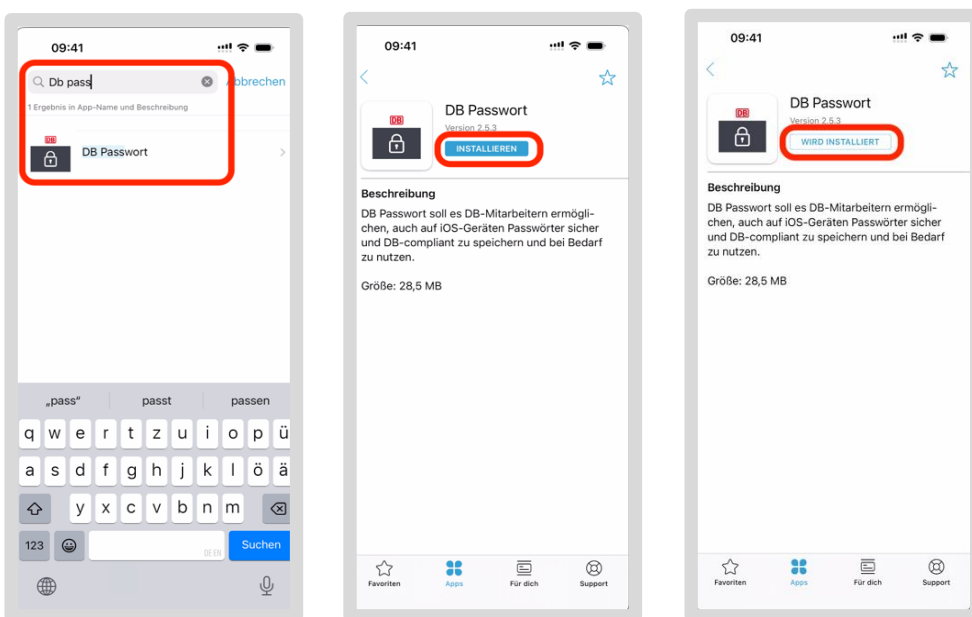
8.4.1 Installing the DB Passwort app

To install the DB Passwort app, you must follow these steps:

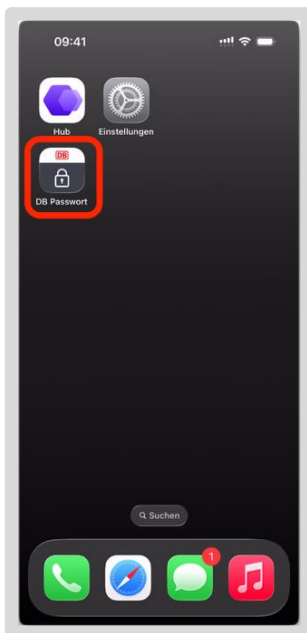
- Open the “Hub” app
- Tap the “Apps” button
- Search for “DB Passwort” in the search bar



- Select the “DB Passwort” app from the results list
- Tap Install



The app will then be installed. Once the installation is complete, you can open the app on your iPhone/iPad.



8.4.2 Setting up the DB Password app

Once you have installed the DB Password app, you can now proceed with the setup.

- To do this, open the “DB Password” app

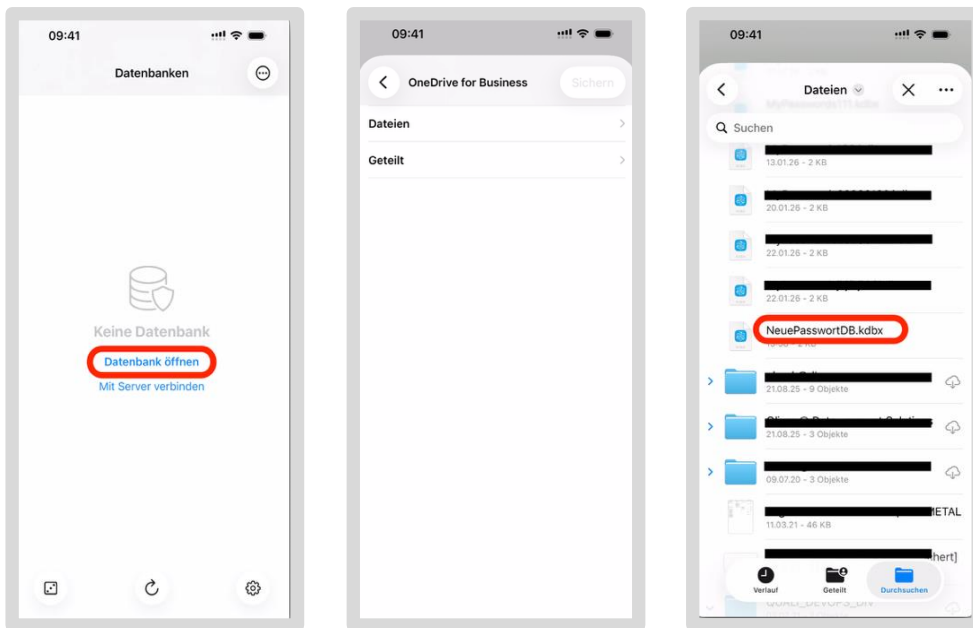
You will typically see options such as “Open Database” on the home screen. The DB Password app is like a safe. The safe is the database; only once you have created it (set it up) or unlocked it (opened it) can you add or remove content (passwords). To continue, you now have two options:

- > Open an existing database: [Section 8.4.2 Open Database](#)
- > Create a new database: [Section 8.4.3 Create Database](#)

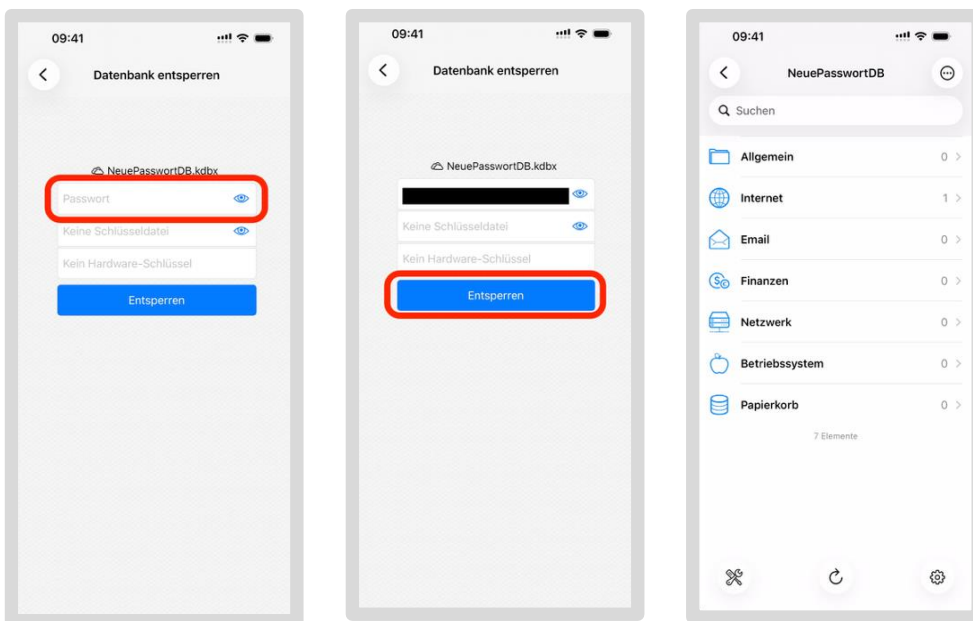
8.4.3 Open database

If you are already using a database file, you can open it directly. These include, for example, databases for KeePass or in the “*.kdbx” format. To open such a database, you must follow these steps:

- Tap “Open Database” on the app’s home screen
- Select a suitable location
- Tap the database you wish to open (in the example: “NewPasswordDB.kdbx”)



- Enter the password for the database
- Then tap on “Unlock”



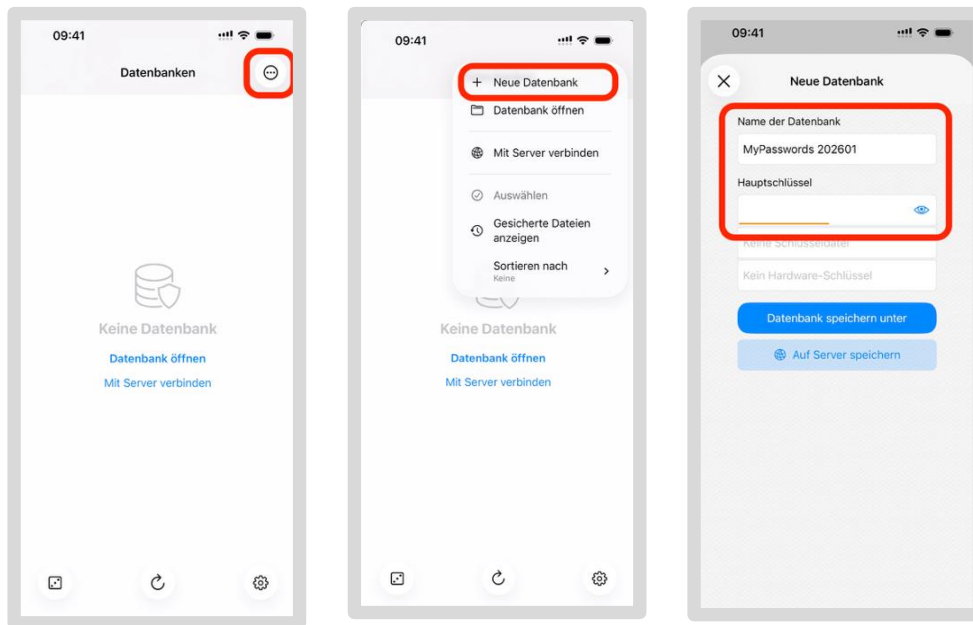
Done!

The contents of the database, existing groups and/or entries are now displayed.

8.4.4 Create a database

If you are using DB Password for the first time, you will usually create a new database. To create a new password database, proceed as follows:

- Tap the button in the top right-hand corner to create a new database
- Select “New Database” from the menu
- Give your database a name and a primary key (password)



Note:

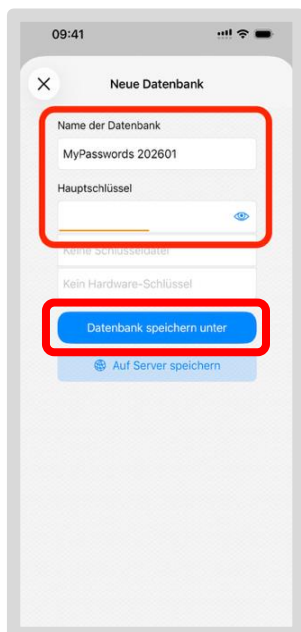
You must remember the so-called primary key (your password), as this is the only way to open and use the database later! If you forget the primary key, the database cannot be recovered.

In the next step, you need to save your database. You have two options to choose from:

1. Save to your iPhone/iPad
2. Save to OneDrive (recommended if you want to use the database on multiple devices)

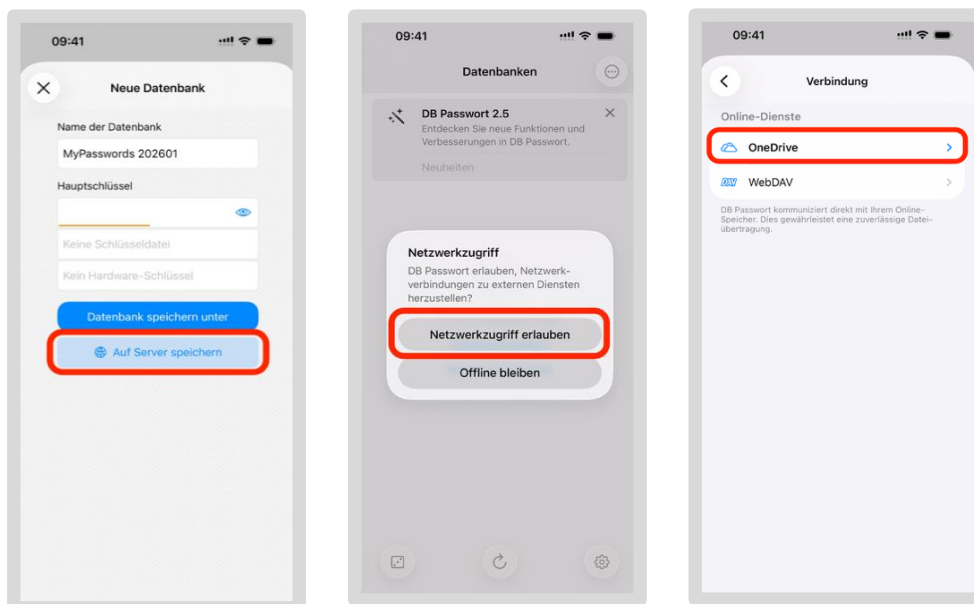
Saving the database on your iPhone/iPad

- Tap on “Save database as”
- Select a folder of your choice on your iPhone/iPad

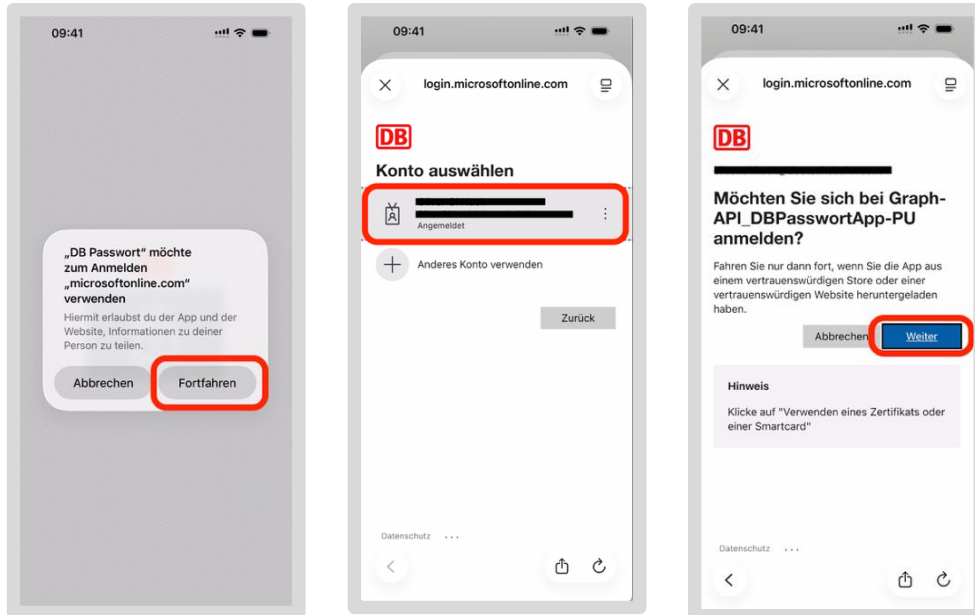


Saving the database to OneDrive:

- Tap on “Save to server”
- Then tap “Allow network access”
- On the "Connection" page, select the "OneDrive" option



- Tap “Continue” to log in to microsoftonline.com
- Select your DB email address
- Confirm the login by tapping “Next”
- Select a suitable storage location



Done!

Your database has now been created, and you can start saving passwords in it.

8.4.5 Create new passwords

The DB Passwort app is now set up and your password database is open or has been created. This provides you with a secure, encrypted environment in which you can store your login details.

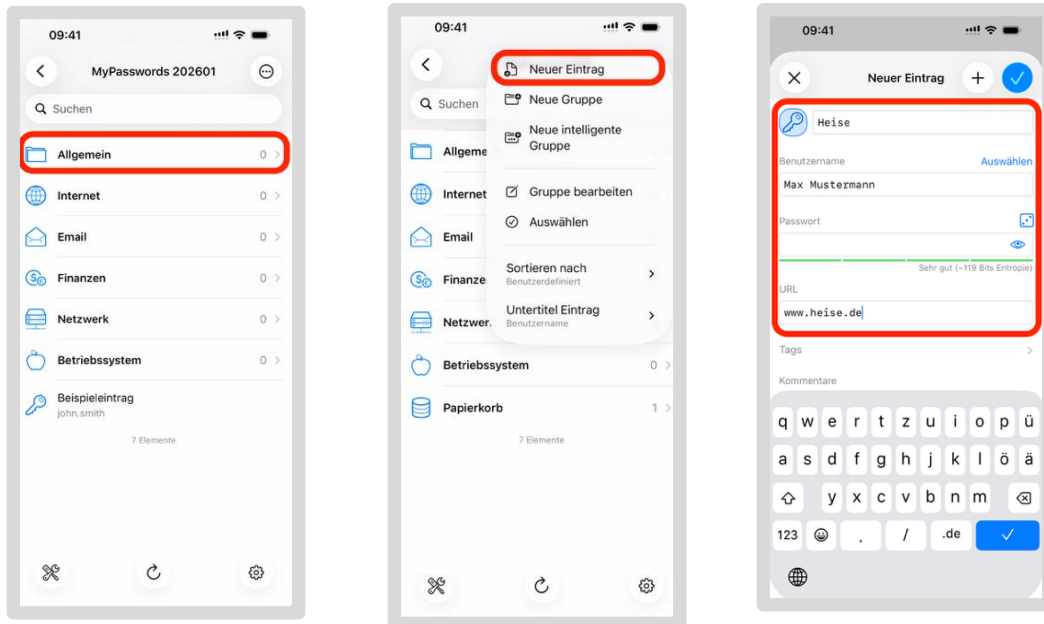
Now you can create your first password entries in the database. An entry usually consists of a title, username, password and (if available) the associated web address (URL).

You can save passwords in your database in two ways:

1. Directly in the DB Password app
2. When using an app or website

Creating passwords in the DB Passwort app

- Open the “DB Passwort” app
- Select the group (e.g. “General”) in which you want to create an entry
- Tap “New entry” and enter the necessary information



- Now tap the blue tick in the top right-hand corner to confirm your entry
- You will now see that an entry has been created for the app or website (in this case, Heise)

You can find further information on the app’s features and components in the full guide at:

> <https://team-alloy.intranet.deutschebahn.com/alloy/use-case/passwort#13710378>

8.5 Outlook

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

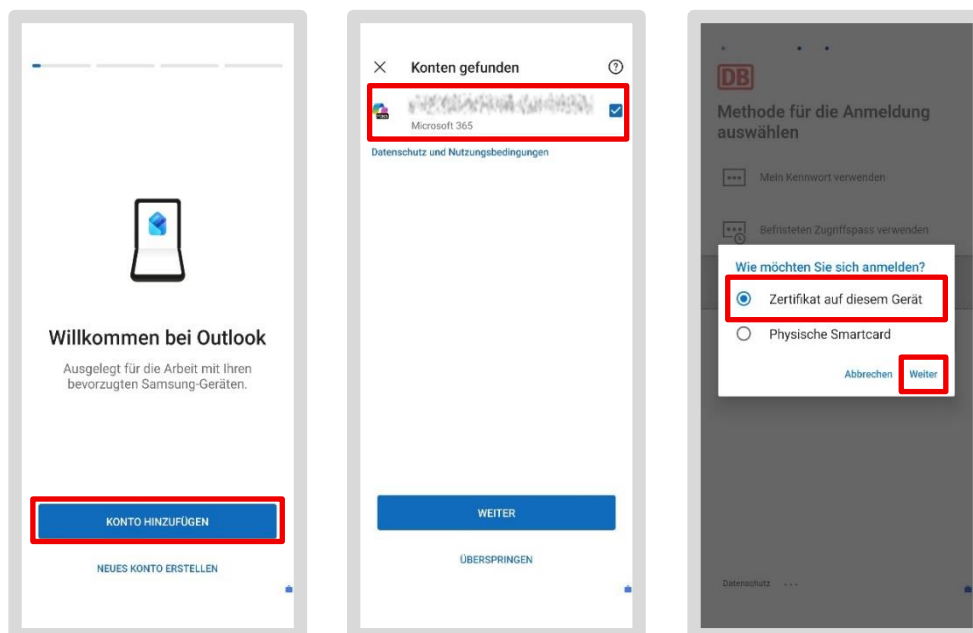
- Do you have questions about writing and sending emails? You can find useful tips and guides on using Outlook on [ITfit](#).

8.5.1 Set up Outlook/Create an email account/Set up email encryption

> **Note:** You can find a video guide under [Setting up important apps](#)

- Go to your “*Work/Business*” section and tap on the “Outlook” app
- Your email account should already be set up automatically – if not, tap on “Add account”
- In the next step, select your email address and tap “Next”

- Under “Choose another sign-in option”, select the option “Certificate on this device”
- Tap “Select” when prompted for the certificate



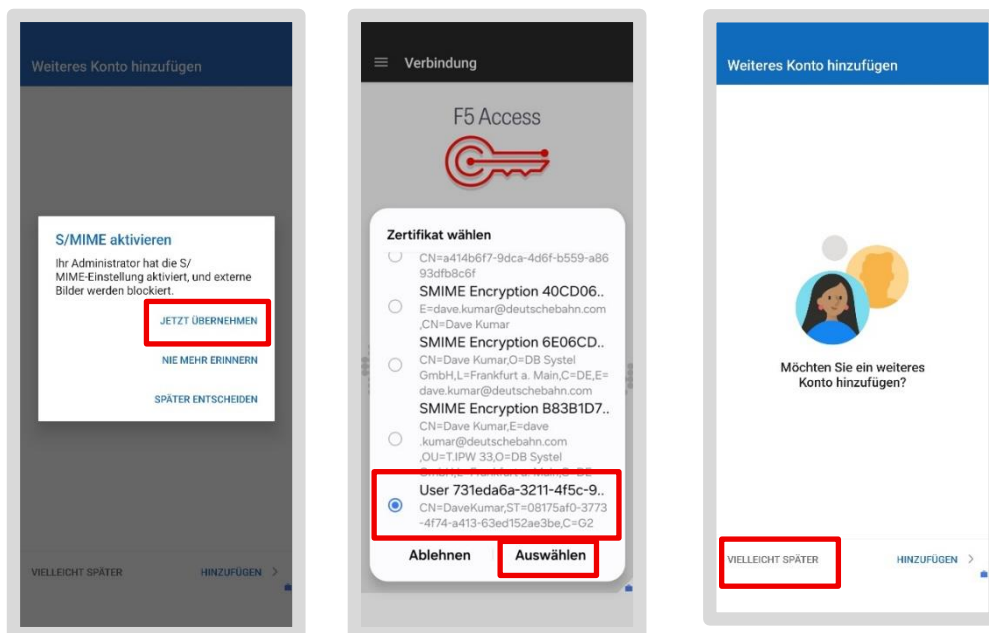
- If you wish to send data requiring special protection (e.g. personal data) via email, you must also encrypt the content of the email
- DB provides S/MIME encryption for this purpose
- Tap “Apply now” when asked if you wish to enable S/MIME

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 disable notifications



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

8.5.2 iPhone/iPad:

- To authenticate, tap 'Open Authenticator'
- Next, select the "Office365" certificate
- Confirm the two prompts by tapping "Turn on" (so that email synchronisation can work) and "Allow"
- You will then be asked to add another account. Tap 'Maybe later' and skip the final prompt by tapping 'Skip' until you reach your inbox

Your emails are now loading. This process may take a few minutes. After that, you can read and write emails.

8.5.3 Setting up an email signature

An email signature is 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".

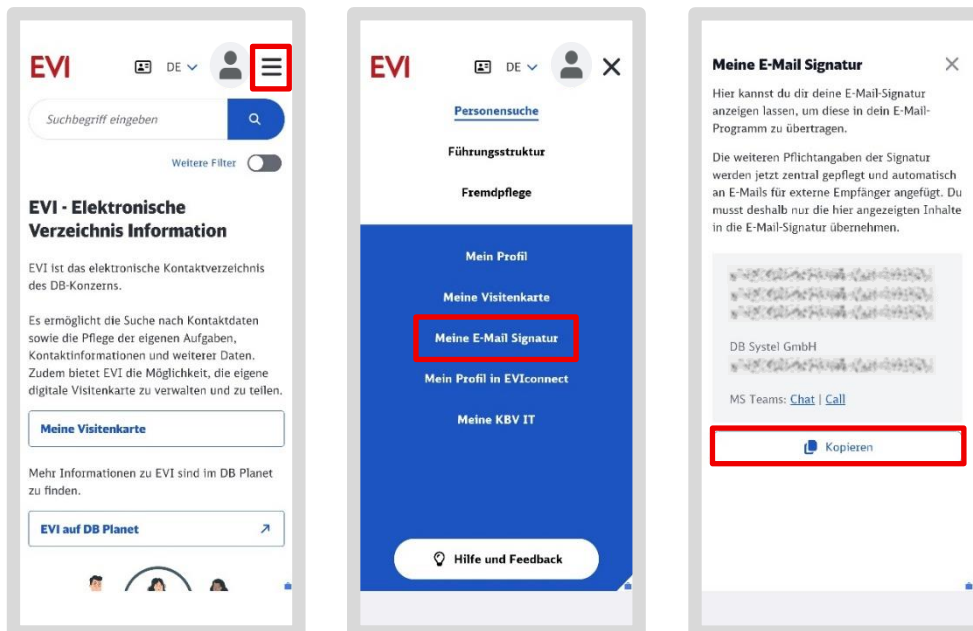
Here's how to get your email signature from EVI:




- 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"

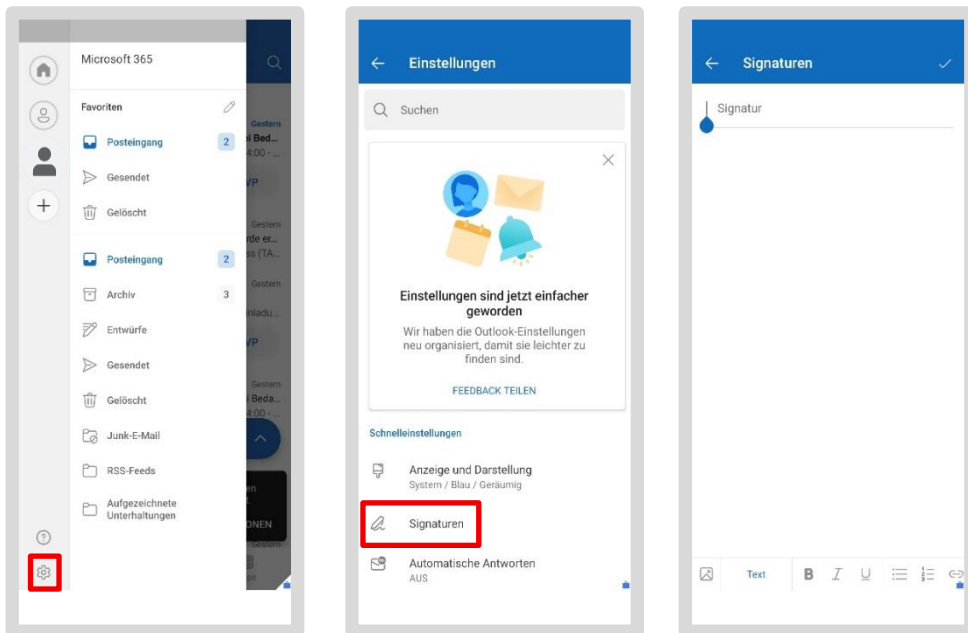
The new EVI view will open:

- 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
- 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 signature copied from EVI will be inserted
- Close the window – your signature will now be automatically inserted into all emails you write

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

8.5.4 Email synchronisation – All emails always up to date

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

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

8.5.5 Creating new contacts in Outlook

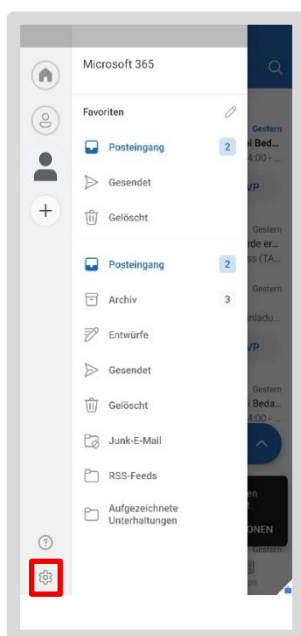


- Go to the ‘Work’ section and open the Contacts app
- Tap the ‘+’ to create a new contact
- Select ‘Outlook’ in the top-left corner above the arrow
- The new contact will be saved in Outlook

8.5.6 Synchronising contacts in Outlook

If you create a new contact in the “Work/Business” section on your smartphone or tablet using the Contacts app, it is advisable to share it with Outlook for synchronisation. Here’s how:

- Open the Outlook app in the “Work/Business” section
- In the app, there is a circle with an icon in the top left-hand corner. 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 window will open
- Under “Email Accounts”, select your Outlook account. Then tap the small slider next to “Synchronise contacts”
- Then confirm the access request by tapping “Allow”
- Once you have enabled synchronisation, exit the Outlook app

8.6 MS Office

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

- Open the Hub app/Google Play Store
- Search for the relevant app using the search bar (e.g. Word, Excel, PowerPoint or the PDF Reader)



- Then tap 'Install'. The app will now download and appear in your 'Work' / 'Business' section and on your iPhone/iPad's home screen
- When you open a file, the app will open automatically

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

8.7 Microsoft Authenticator app

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

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

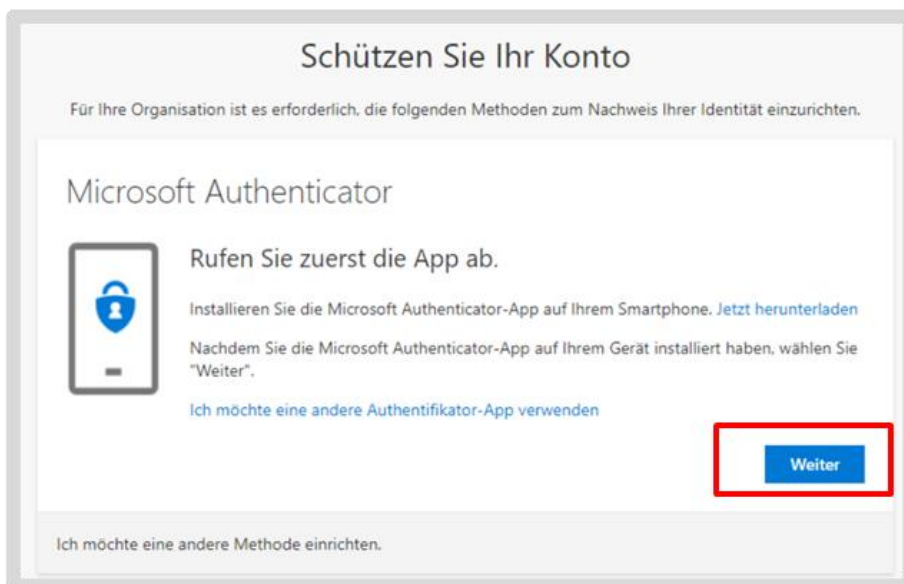
- VPN connection to Basicworkplace MAC
- Using the DB Admin account
- Accessing specific applications, e.g. SAP



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.

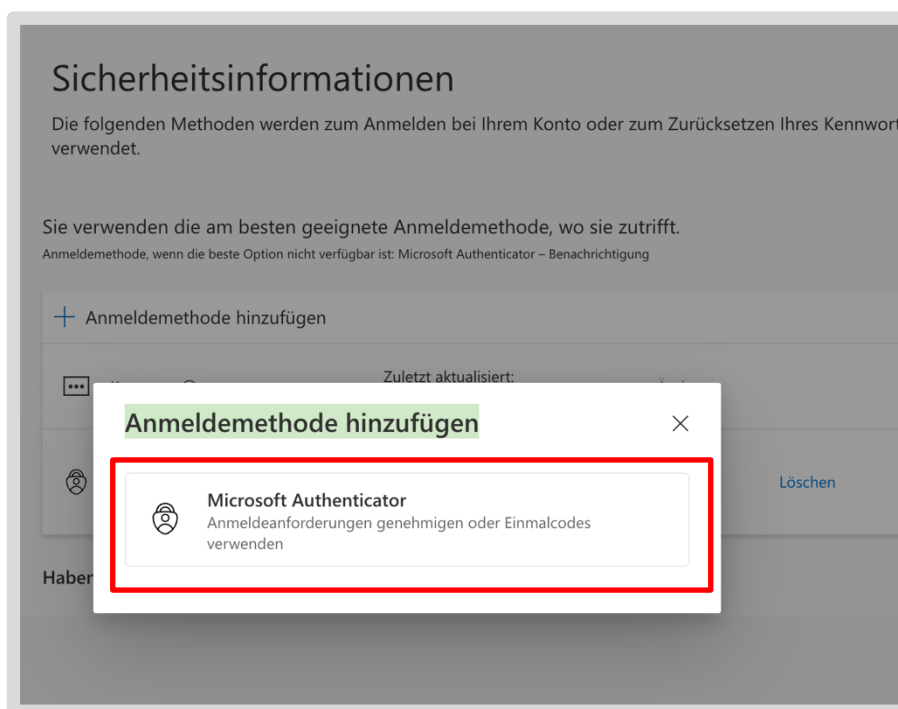
Using the Microsoft Authenticator app for the first time

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 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, re-activate the app on those websites
- **Tip:** If you have difficulty reactivating the connections in the Authenticator app after recovery, use the self-service option: "Reset Microsoft Authenticator App (MFA)": db.de/resetmfa and then follow the steps from top to bottom in this section

8.8 Takeaway: DB Apps



The most important apps are already installed on your smartphone/tablet. If you wish to download further work-related apps, do so via the Hub app.

There you'll find, for example, Outlook, Word and OneDrive, as well as DB-specific apps such as DB FASSI-MOVE or DB Baudoku.

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

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

For any questions about your smartphone/tablet, use the Welcome app. In the 'Documents' tab and the 'Help' tab, you'll find guides and useful information about your device.

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

9 Backing up your data

9.1 Back 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-daten-sichern
- > A video tutorial on this can be found here: db.de/mobile-videoanleitung

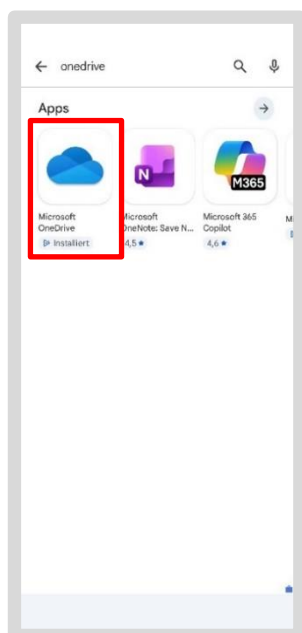
To save photos and other documents, such as PDFs or Word files, you need the Microsoft ‘OneDrive’ app. With this app, you can store all your work data in the cloud and then access it at any time from all your work devices. This means you can, for example, access your data from your work PC.



9.2 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 8.4 Outlook](#).

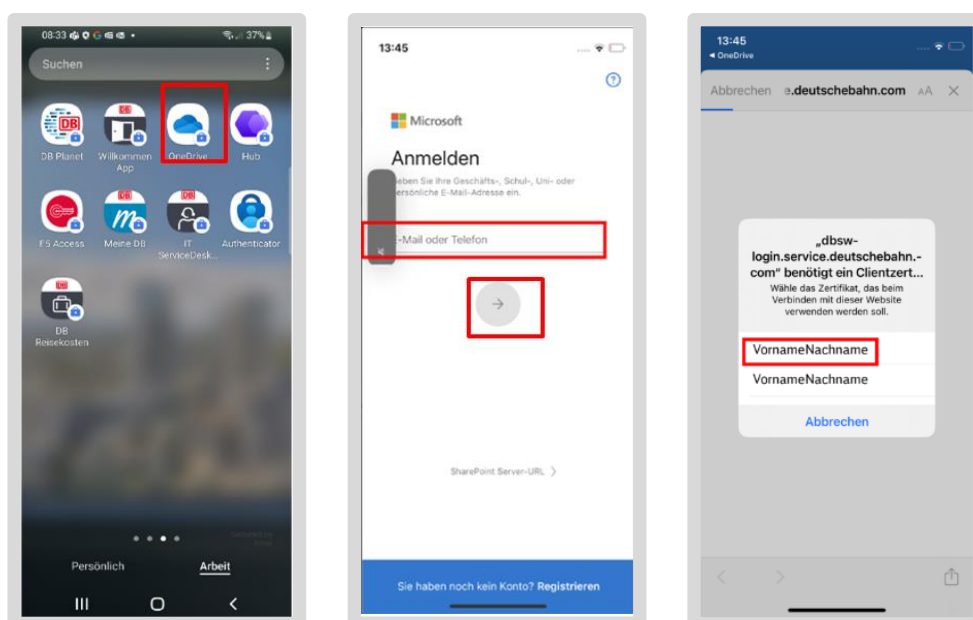
- Hold your tablet in portrait mode to ensure that the screens match the layout shown in the instructions
- Download the “OneDrive” app. To do this, open the Google Play Store
- Search for the “Microsoft OneDrive” app



9.2.1 Android 15

Once installed, the app will appear as an icon (hint: a 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



Please note: If you are setting up OneDrive for the first time, it may take a few minutes for all your data to synchronise.

Backing up all system settings

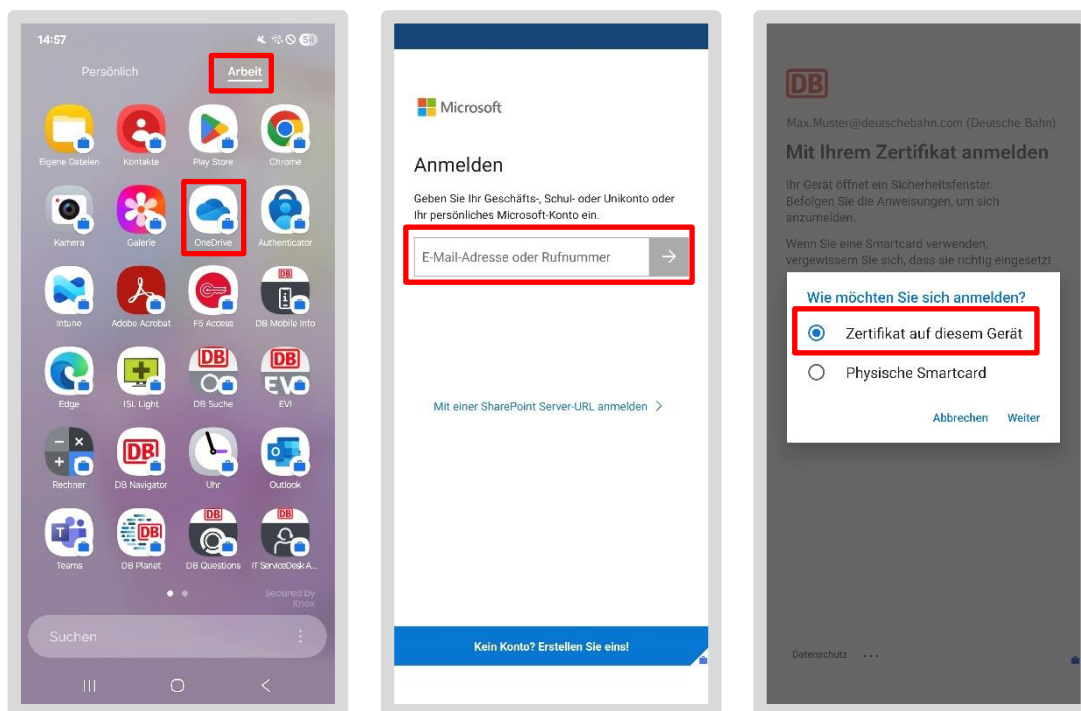
If you ever need to reset your smartphone/tablet to factory settings, make sure to back up your system settings as well.

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

9.2.2 Android 16

After installation, the app will appear as an icon (hint: cloud) named OneDrive in the ‘Work/Business’ section 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 will now see all the files you have stored in OneDrive.

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

Please note: If you are setting up OneDrive for the first time, it may take a few minutes for all your data to synchronise.

Backing up all system settings

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

Tip:

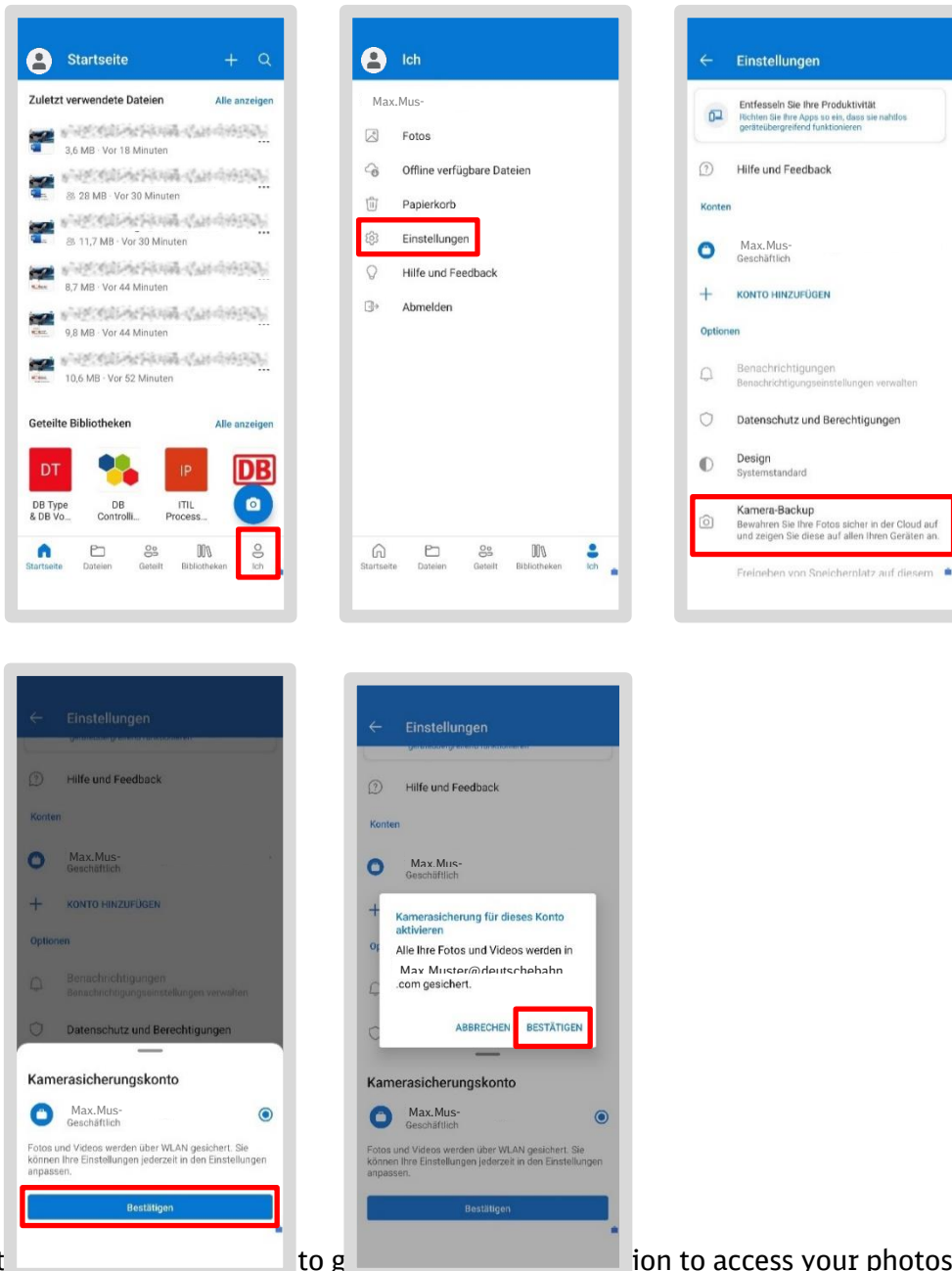
Take screenshots or make notes of your individual settings and your specific work-related DB apps. Save these in OneDrive as well, so you can refer to them as notes during setup.

9.3 Backing up photos

9.3.1 Samsung/Nokia/Gigaset

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



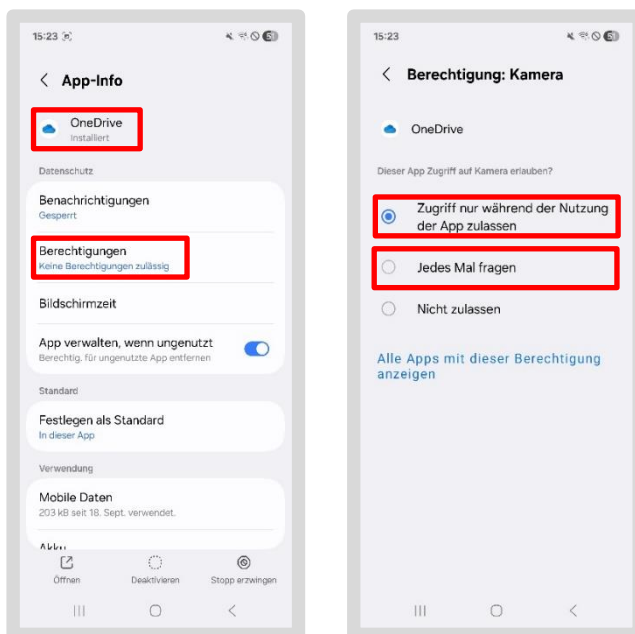
In the next step, you will be prompted to grant permissions to access your photos and camera. To do this, follow these steps:

- After confirming twice, an error message will appear stating that OneDrive lacks permissions

- Then tap the button on the right labelled ‘Customise 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, under “Work”, select the “OneDrive” app
- 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 synchronisation has been set up, every photo taken with the camera will be synchronised with OneDrive



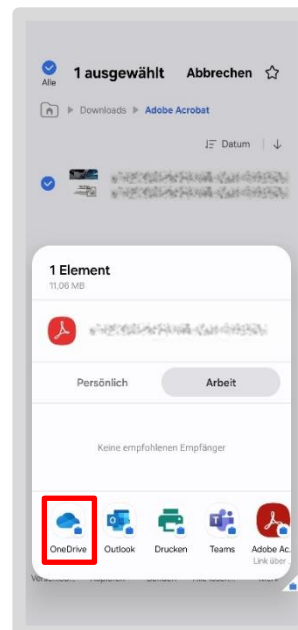
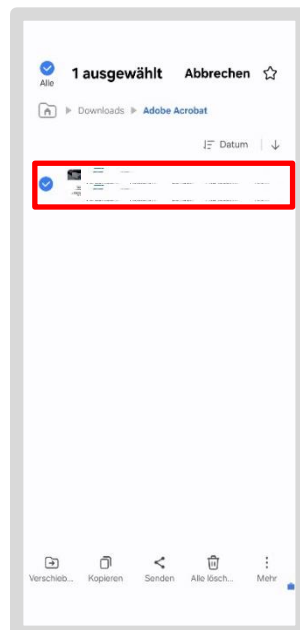
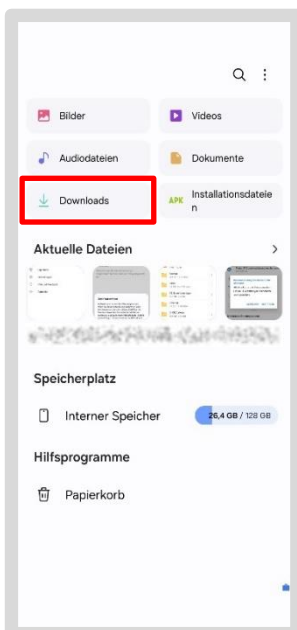
9.4 Backing up PDF files

PDF files are usually saved in the Downloads folder under the “Work/Business” section. To back these up to OneDrive, follow these steps:

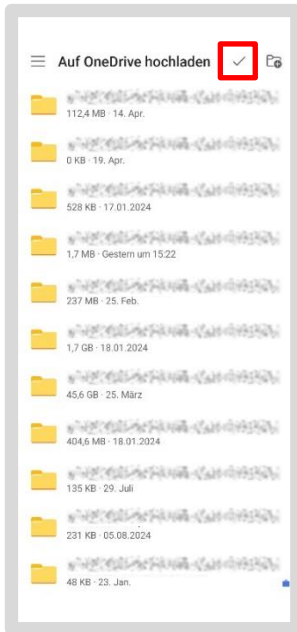
- Open the ‘Files’ app



- 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”



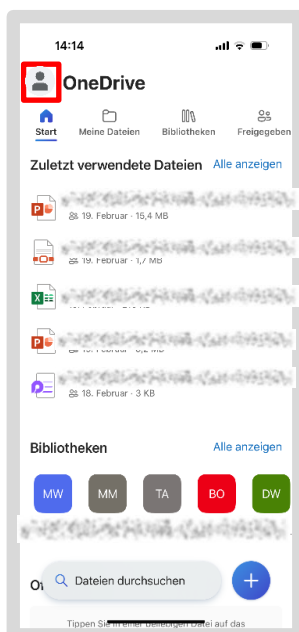
- Your personal folder in OneDrive will be displayed
- If this isn't the right location: Tap the hamburger menu (three lines) in the top-left corner
- Select the folder where you want to save the PDF file, then tap the white tick in the top right-hand corner
- The file will now be uploaded to OneDrive

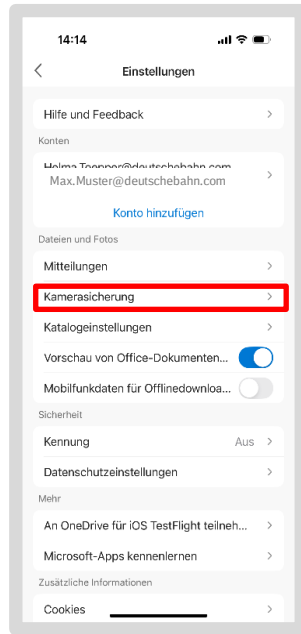
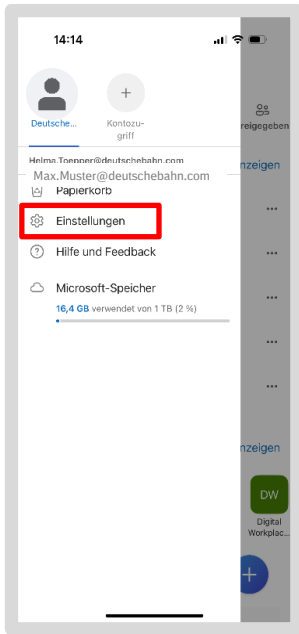


9.4.1 iPhone/iPad

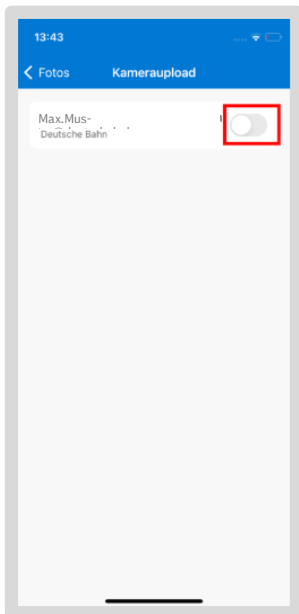
Set up OneDrive

- Tap the round icon or your profile picture in the top left



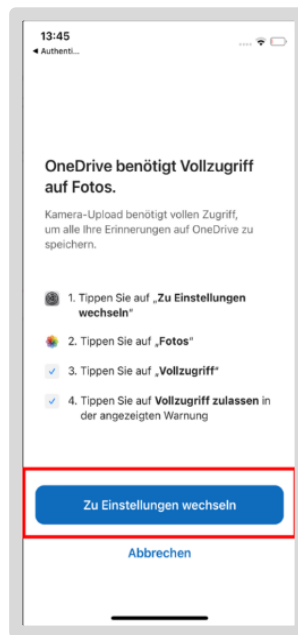
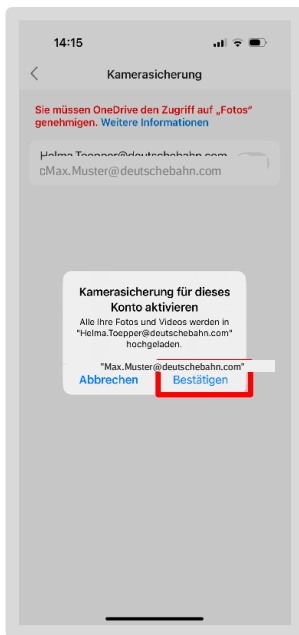


- Then select 'Settings' from the menu
- Then tap 'Camera backup'

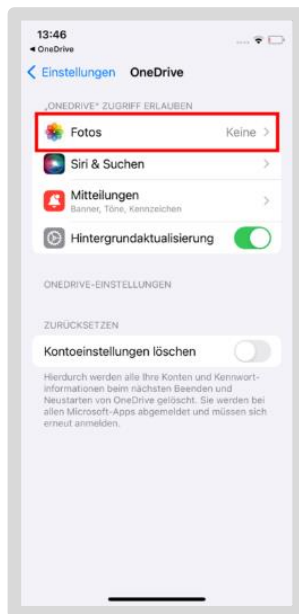


- Slide the slider next to your email address to the right



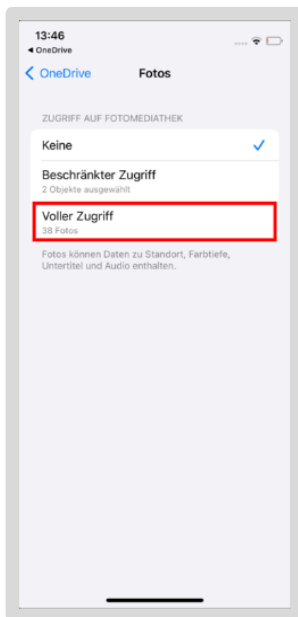


- Tap “Confirm” in the dialogue box asking whether you want to sync photos and videos with OneDrive
- Now enable camera roll backup: Tap the “Open Settings” button



- You are now in the settings on your iPhone/iPad. Tap “Photos”





- Then tick the box next to “Full Access” so that OneDrive can save your photos and videos



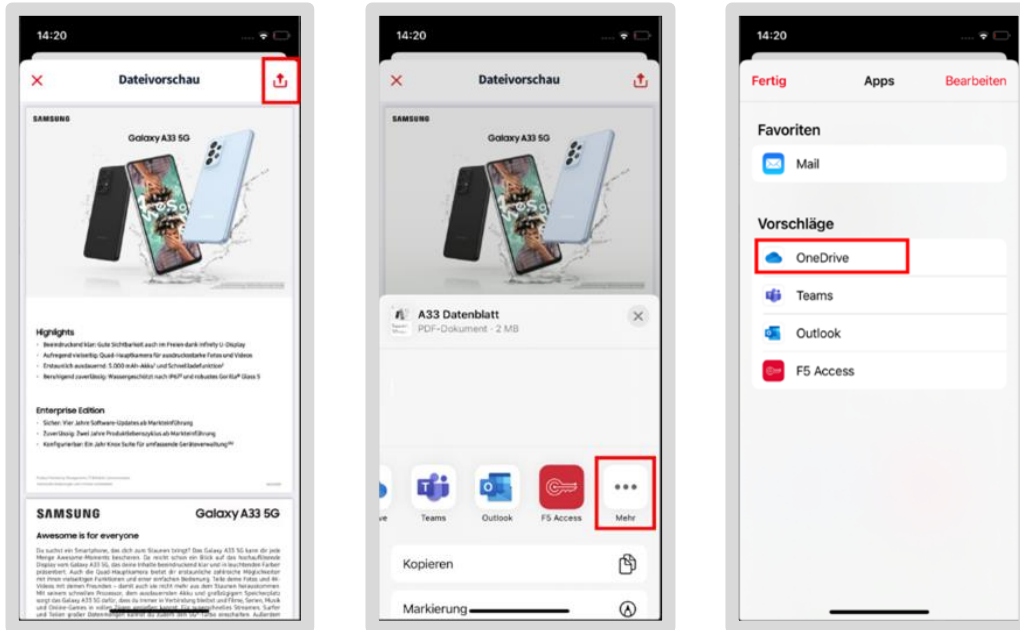
- Tap “**Allow Full Access**”
- Return to the OneDrive app



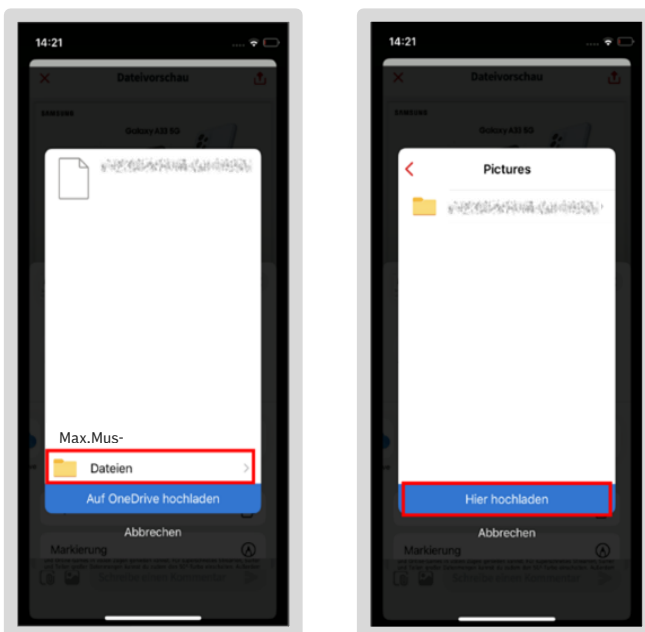
9.4.2 Save PDF files directly to OneDrive

PDF files can be saved directly to OneDrive. Here's how:

- 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
- The file will now be uploaded to OneDrive

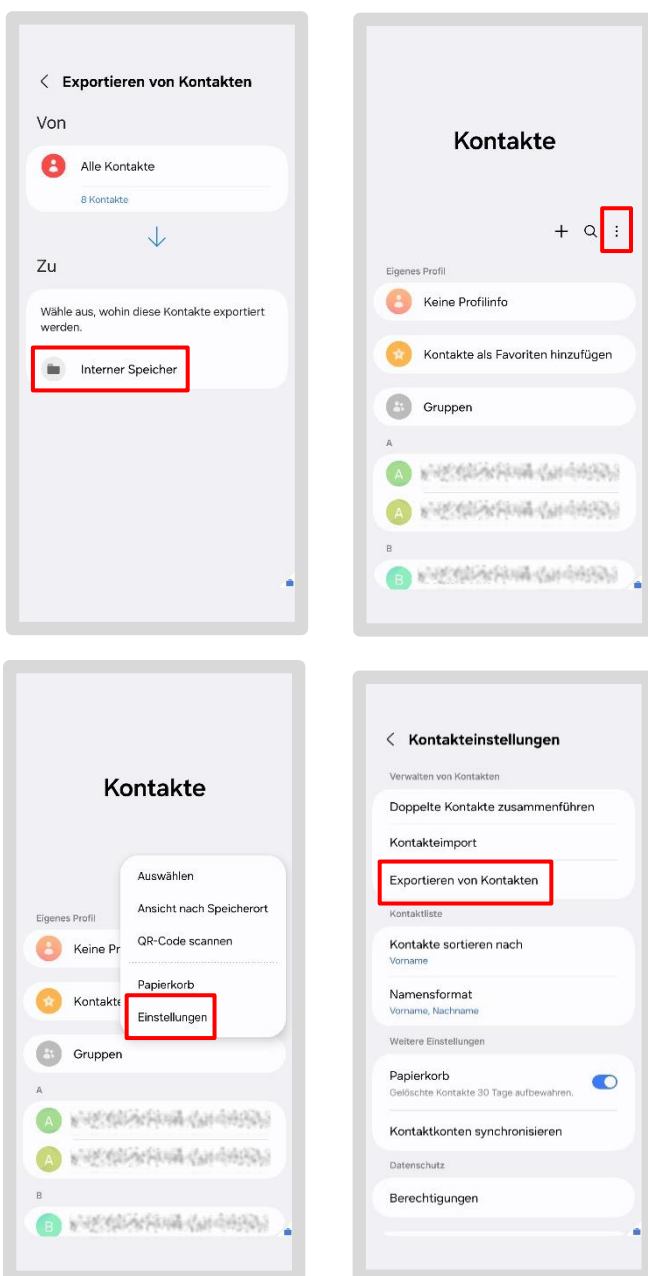


9.5 Back up contacts to OneDrive

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

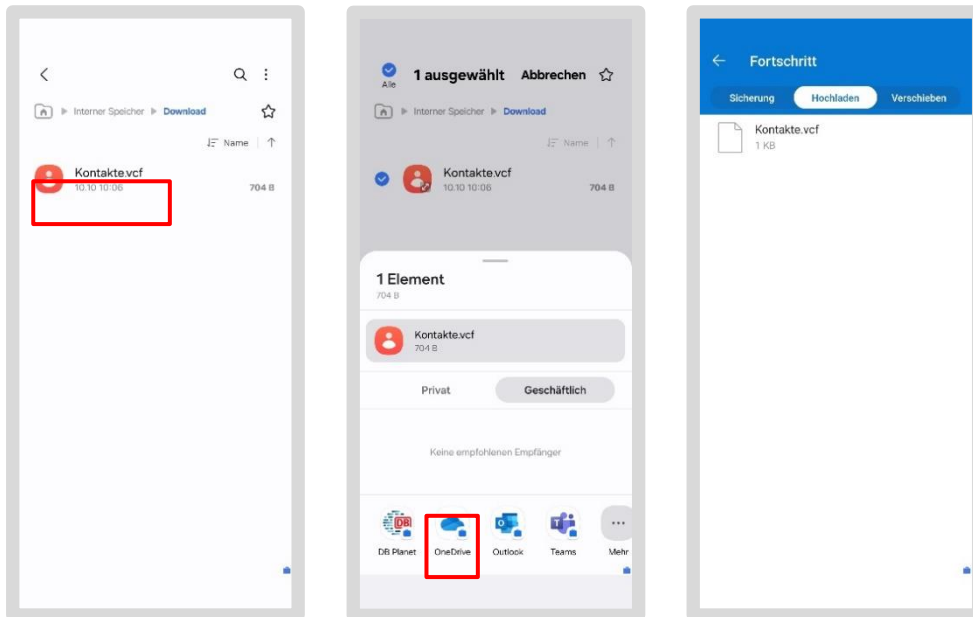
Then follow these steps:

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



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

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



Your contacts are now in your OneDrive folder.

9.6 Importing contacts from OneDrive

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

follow these steps:

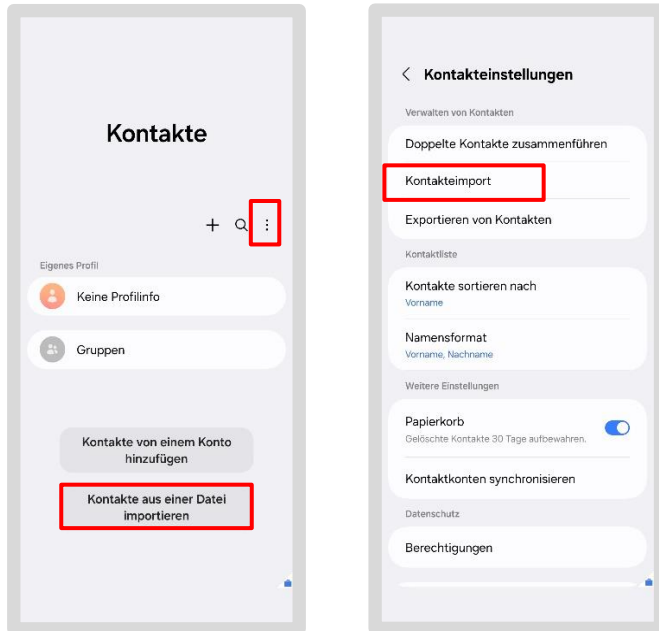
- Swipe up on the home screen
- Tap ‘Work’ in the top-right corner
- Open the Contacts app

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

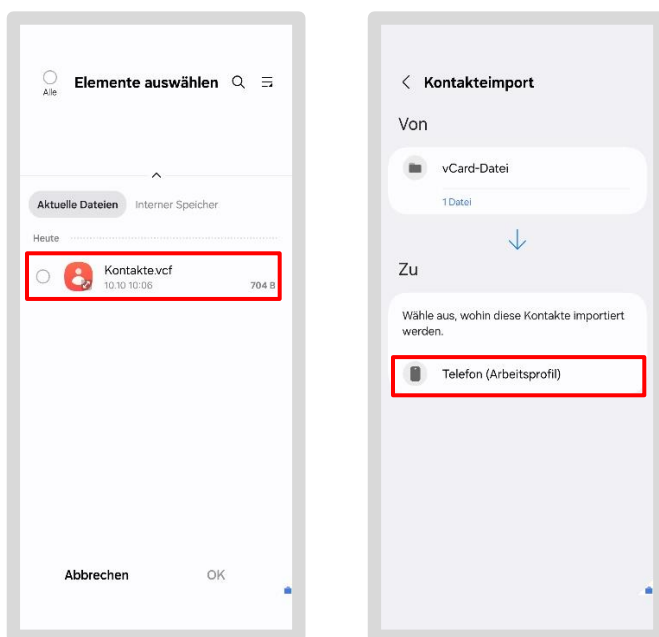
- Tap on “Import contacts from a file”
- Select “Internal storage”
- Select the file “Contacts.vcf”
- Tap “Phone (Work profile)”
- Confirm by tapping “Import”

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

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

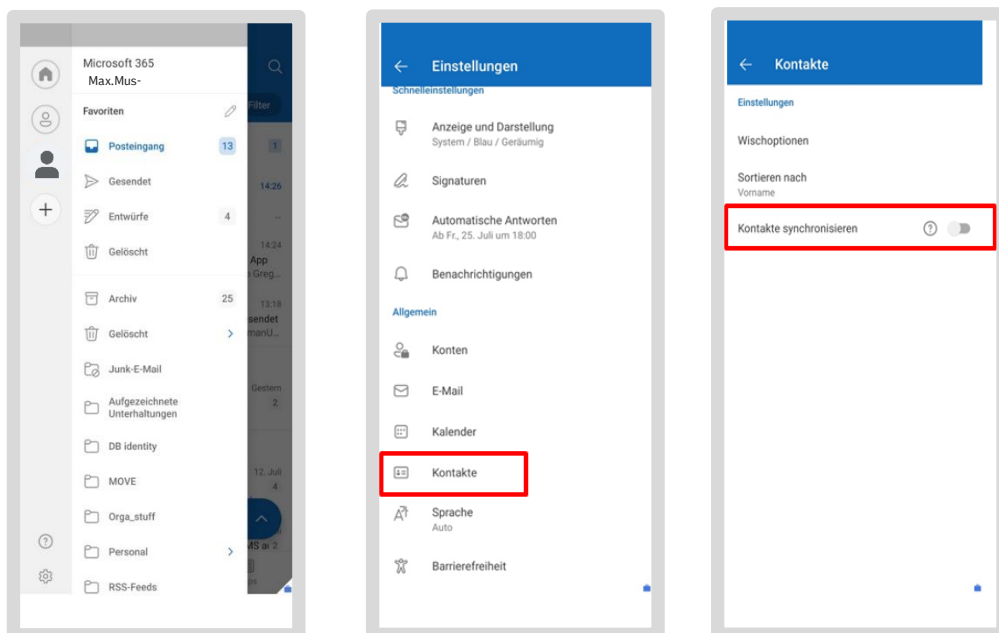


- Select the file “Contacts.vcf”
- Tap on “Phone (Work profile)”
- Confirm by tapping “Import”



9.7 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 don't 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 "Synchronise contacts" feature by tapping the slider



9.8 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 via the Hub app or the work Google Play Store. You can find instructions on how to set up the app here:

> mobileworkplace.deutschebahn.com/Keepass2Android

9.9 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 private data.

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

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

- Your own work files are located 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 8.5.1 Setting up Outlook/Creating an email account/Setting up email encryption](#)



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 want to upload
- Click ‘Send’
- Select “OneDrive”
- You’ll be taken to a view of all your folders
- Select a folder and tap the tick to upload the file
- Can’t see 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 account, for example.

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

10 Data protection and terms of use

If you use a DB smartphone/tablet whilst on the move, there is always a security risk that unauthorised persons may gain access to the smartphone/tablet. Even brief access provides ample opportunity 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 6 digits long, contain at least 4 different characters and must not consist of ascending or descending sequences of numbers.
7. Passwords must always be at least 12 characters long and contain at least 3 of the following 4 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 to 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 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 mobile devices are personal work equipment. Passing the device or the access data/passwords/PINs on to third parties (e.g. family members or superiors) is not permitted.
2. The mobile 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 at all times be free from any third-party rights; in particular, lending or selling the device 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 device must be treated with care and respect. The device may only be charged using chargers and cables provided by the manufacturer (included 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 at the employer’s premises, data usage on the mobile device should primarily take place via Wi-Fi networks.
7. The device’s security settings (policies, virus scanners, device configuration, etc.) must not be altered or disabled.

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

² See also DB Asset Protection Policy, 136.01.03

10.1 Take Off: Safety aspects

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

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

> If you need to return your smartphone or tablet for security reasons, please return it as described [here](#)

Don't give thieves a chance: use a strong password. For example, don't stick a note with your password on your monitor.

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 you will see your smartphone/tablet's details, such as the serial number, IMEI or operating system version (e.g. Android 13 or iOS 17.5.1).



11 Forgotten your password, returning your device

Have you forgotten your screen lock password or can't remember your DB user password? Does Outlook keep crashing? Are you getting error messages you don't understand? Don't worry, you can find help here.

11.1 Help via the Welcome app



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

In the 'Documents' and 'Help' tabs, you'll find the most important guides, links and phone numbers. For example, the guides for initial setup and configuration. If your device isn't working at the moment, use a colleague's device.

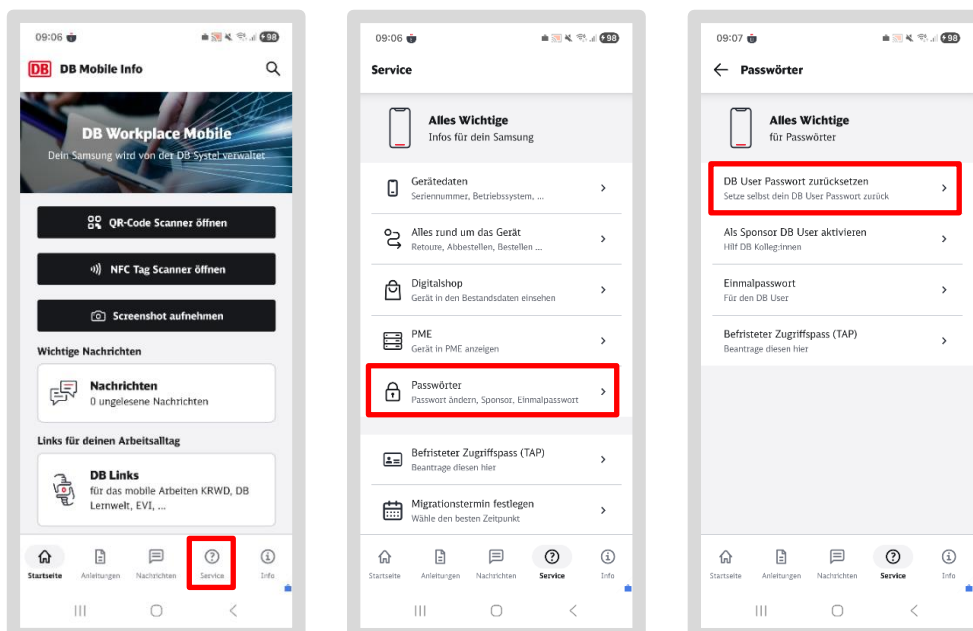
Alternatively, you can find all the important guides at:

> db.de/ae

11.2 Forgotten or changing your DB User password

If you can't remember your DB User login details or want to change them, you can do so as follows:

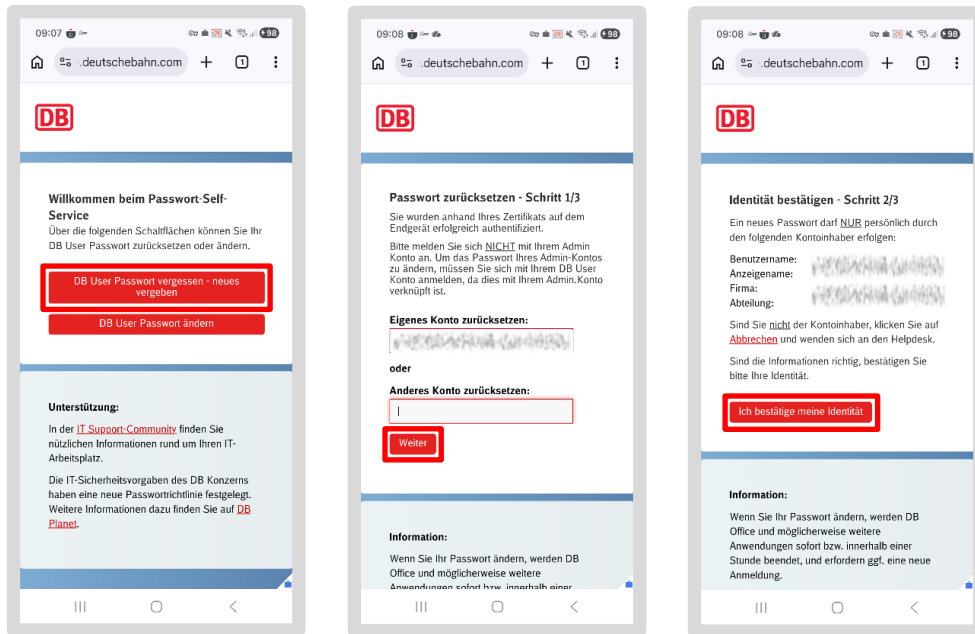
- In the *DB Mobile Info app*, select the "Service" tab
- Tap on "Passwords"
- Then tap on "Reset DB User password"



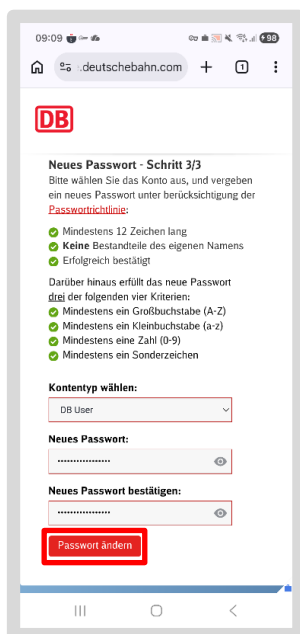
Please note: A connection to F5 Access will be established automatically at this point. This is necessary to carry out the following steps. If a connection to F5 Access has not been established, you must activate it manually to continue!

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”



11.3 Help via the IT ServiceDesk app



The IT ServiceDesk app is your one-stop shop for technical queries. From troubleshooting to technical support for hardware and software issues with your device – this is where 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
- You’ll 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-Services & Links”:

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

11.4 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 the loss or theft

Inform your mobile phone manager 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 on '*Mobile devices*'
- Select your smartphone/tablet from the list
- Tap 'Perform inventory action' on the left, then select 'Theft of mobile device' or 'Loss of mobile device' from the drop-down menu
- If you have any questions, please contact your mobile phone administrator!

11.5 Is your smartphone/tablet faulty?

Inform your mobile phone administrator immediately:

- Report 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
- If you have any questions, please contact your mobile phone administrator!

11.6 Returning your smartphone/tablet?

If your smartphone/tablet is faulty, you can find a quick guide to replacing smartphones/tablets at db.de/ae under Setup/Quick Guides.

Important: Back up your data in advance. This is because your smartphone/tablet will be completely wiped by the recycler after you return it. As a result, all data (work and personal) will be lost.

You can back up your work data to OneDrive. This stores the data in 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 9.2 Setting up OneDrive \(OneDrive\)](#) or at mobileworkplace.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 – Cancel subscription” from the drop-down menu
- You can find instructions on how to exchange your device at db.de/mobile-setup
- If you have any questions, please contact your mobile phone administrator!

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

Prepare your smartphone/tablet for dispatch:

- Delete any personal accounts on your smartphone/tablet
- For Android: your Google account – you can find instructions here: db.de/ae
- For iPhone/iPad: the “Find My iPhone/iPad” feature
- Also disable iCloud Lock
- Remove your SIM card and memory cards
- Pack your smartphone/tablet securely so that it isn’t damaged during transport, and include any accessories (power adapter, USB charging cable, etc.) in the return box
- Stick the return label onto the box and take it to the post office

Congratulations!

You have successfully set up your work smartphone/tablet!

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

We hope you enjoy using it!

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

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