

Restoration via Microsoft Intune in DB Workplace Mobile

**Samsung smartphone/tablet
(Android operating system 15 and
higher)**

15 April 2026

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1 Necessary steps before restoring your

If your smartphone/tablet is experiencing problems such as slow performance, freezing or frequent crashes, resetting it to factory settings may help.

These steps are necessary:

1.1 Back up your data

> **Note:** You can find video instructions at db.de/mobile-videoanleitung (only German)

- **Back up your data** as soon as you have received an appointment confirmation for the migration by email

To do this, follow these steps:

- a) Back up your work data and settings
- b) Back up your personal data and settings

If available:

- c) Remove your Samsung or Google account from your smartphone/tablet
- d) Remove all memory cards from the smartphone/tablet

> Instructions for backing up data can be found at [Backing up data](#)

1.2 Authenticator app – optional

Note: This information only applies to users who actively use the Authenticator app, e.g., for administrative access with a so-called 2-factor account or for multi-factor authentication, e.g., for VPN on a Basic Workplace MAC.

- Please note that the Authenticator app cannot be used during recovery.
- No further steps are necessary.
- After recovery, the app must be reactivated. This is described in [Chapter 7.5 Reactivating the Microsoft Authenticator app](#).
- If you need to use the Authenticator app during recovery, use another smartphone/tablet to connect to the Authenticator app. To do this, follow the step-by-step instructions for [setting up multi-factor authentication \(MFA\)](#).

1.3 Creating a temporary access pass (TAP) – expert mode

Once you have backed up your data, there are two options:

1. Your smartphone/tablet is still partially functional, proceed to the next page
2. Your smartphone/tablet is no longer working at all, continue to

> [Chapter 2.2 Resetting your smartphone/tablet via the IT ServiceDesk App](#)

smartphone/tablet still works partially:

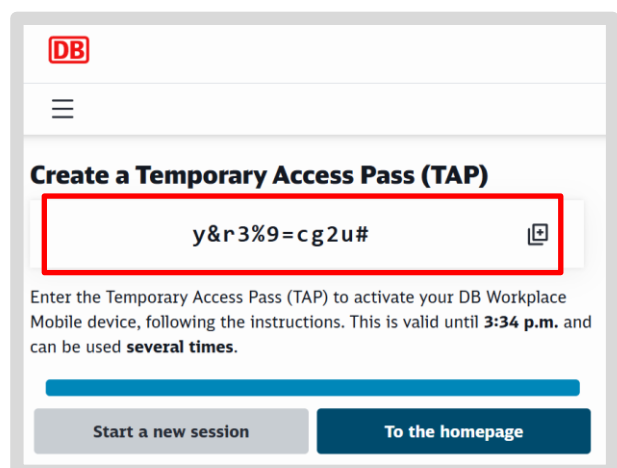
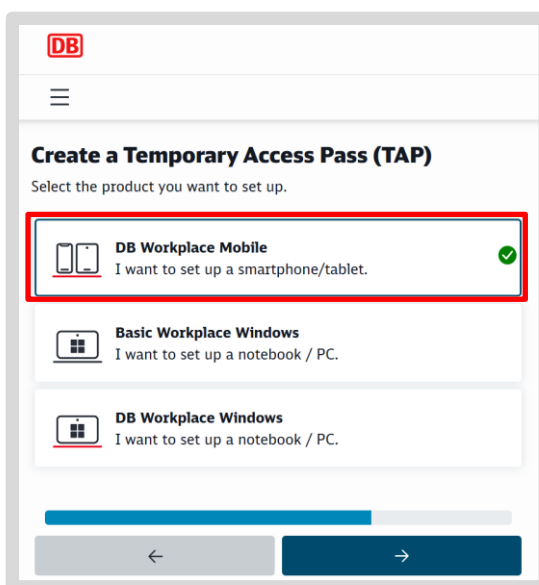
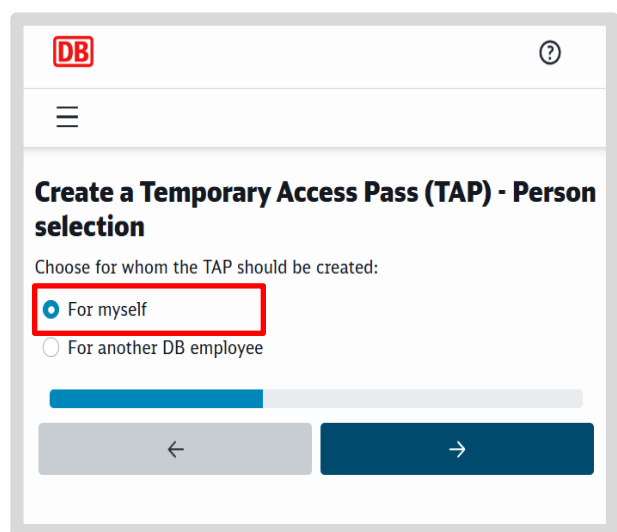
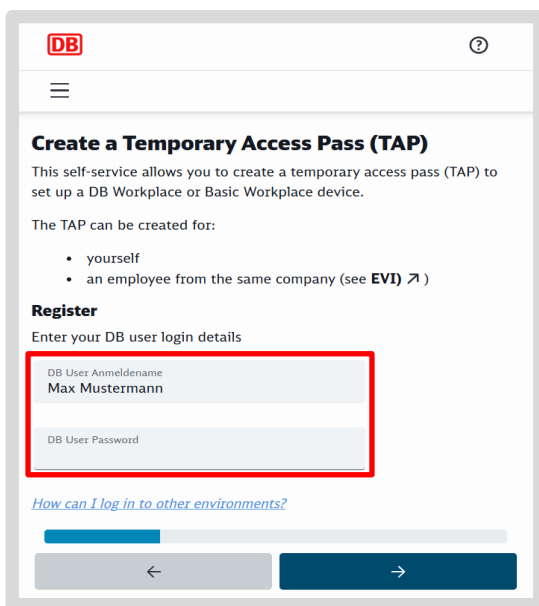
> **Note:** You can find a video tutorial at db.de/mobile-videoanleitung (only German)

If you still have the Welcome app installed:

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

If you do not have the Welcome app installed:

- Go to db.de/tap and enter your DB User name and DB User password
- Select "For myself" and tap on the blue button
- Now select "DB Workplace Mobile"
- The temporary access pass (TAP) will then be displayed
- This is now **valid for 60 minutes and for multiple smartphones/tablets**



Important!

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

- Write down the temporary access pass (TAP) on a piece of paper or in a notebook
 - You will need it later when logging in after you have reset your smartphone/tablet
 - You **now** have **60 minutes** to reset your smartphone/tablet
- > Go directly to [Chapter 2.1 Resetting your smartphone/tablet yourself](#)

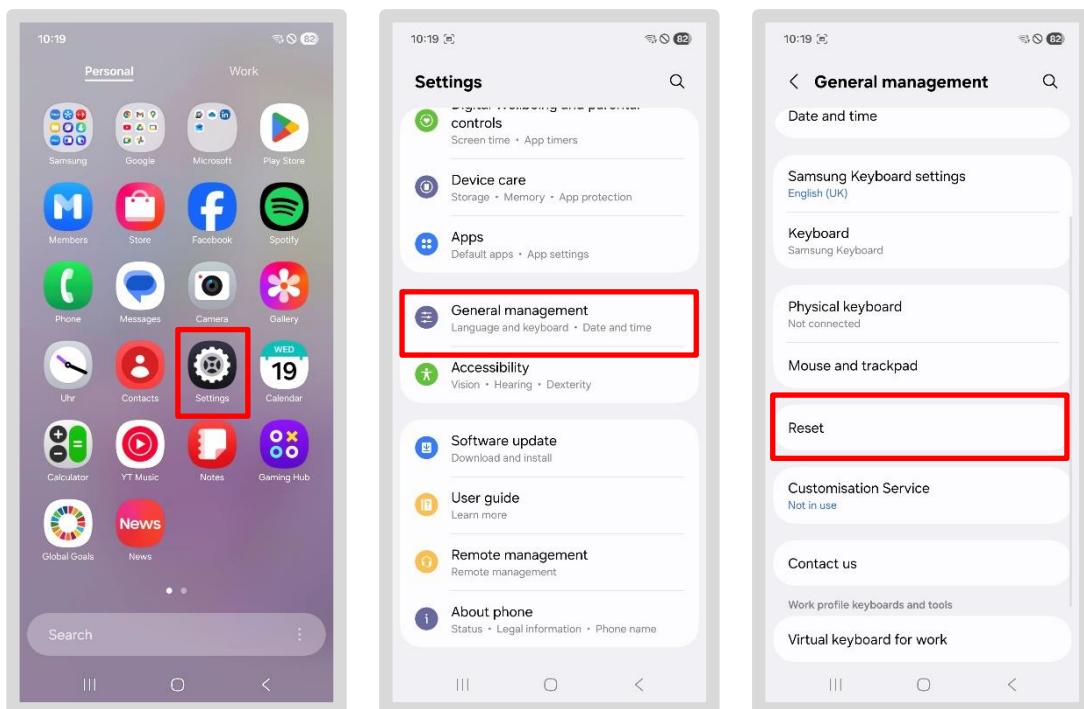
2 Start recovery: Reset your smartphone/tablet

Note: The following screens may look different depending on the model of your smartphone/tablet.

2.1 Reset your smartphone/tablet yourself

> **Note:** You can find video instructions at db.de/mobile-videoanleitung (Only German)

- Go to the "Personal" section on your smartphone/tablet
- Tap on the "Settings" app
- Tap on "General management"
- Scroll down and tap on "Reset"



- Then select "Reset to factory settings"
- You will see a message explaining what will be deleted by the reset
- Check that you have backed up your work data (instructions: [Back up data](#))
- Then tap the "Reset" button, enter your screen lock, and then tap "Erase Everything"
- Wait a few minutes and your device will be reset automatically

> Then go to [Chapter 3 Set up again in Microsoft Intune](#)

2.2 Reset your smartphone/tablet using the IT ServiceDesk App

If your smartphone/tablet is no longer working, select this step:

- Open the [IT ServiceDesk App](#) and enter your request to reset your smartphone/tablet under '*New service request*'.
- If you cannot open the app, call this number:
- IT ServiceDesk Migration Hotline (Mon-Fri 7:00 a.m.-6:00 p.m.)
 - Internal: Tel. 9833-8699
 - External: Tel. 0361 430 8699
- IT ServiceDesk
 - Internal: Tel. 91-5555
 - External: Tel. 0361 430 8200
 - Select menu option zero
- IT Service Desk DB Cargo
 - Tel. 91 7777 (internal)
 - Tel. 00800 327 978 35 (external)
 - Select menu option zero
- If other issues arise, consider the following in advance:
 - **Where did the problems** occur?
 - **Define the location of the error** so that we can provide you with support more quickly
 - **For certificate issues:** After registration, wait **5 minutes to 24 hours** until all information and certificates have been transferred to your smartphone/tablet.

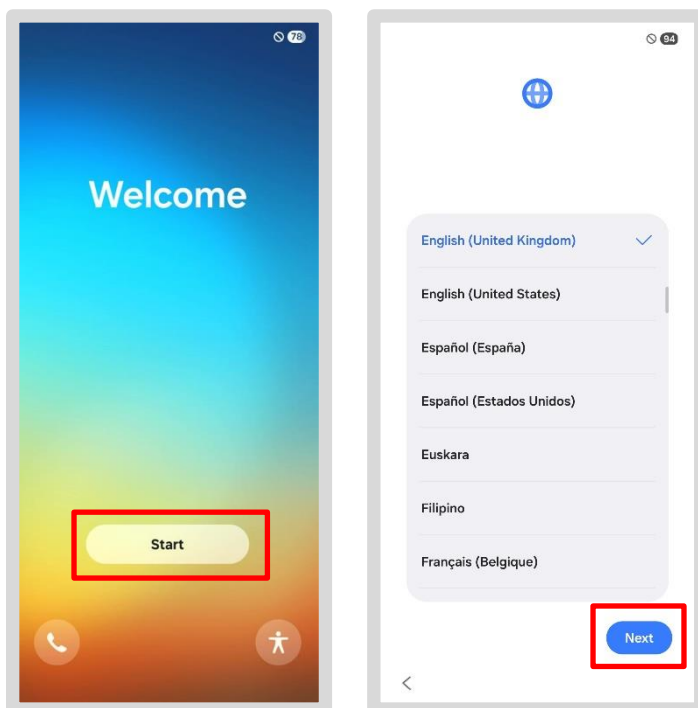
> Then go to [Chapter 3 Set up again in Microsoft Intune](#)

3 Set up again in Microsoft Intune

3.1 Select language

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

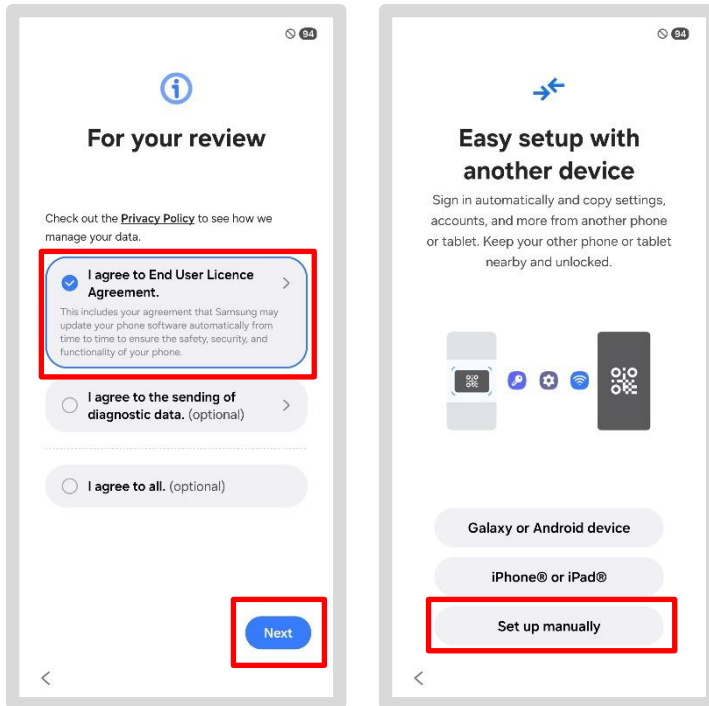
- Hold your tablet in **portrait mode** to see the screens in the same layout as shown in the instructions
- Switch on your smartphone/tablet
- Make sure your smartphone/tablet is either connected to a power source or has a high battery level during the recovery process
- Tap "Start"
- On the next screen, select your preferred language from the list and tap "Next"



> Continue to [Chapter 3.2 Agree to the end user license agreement](#)

3.2 Agree to the End User Licence Agreement

- **Just** tap *"I agree to the End User License Agreement"* and then *"Next"*
- Under *"Set up with another device"*, tap *"Set up manually"*



> Continue to [Chapter 3.3 Setting up Wi-Fi](#)

3.3 Set up Wi-Fi

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

- Use your **mobile data** if your smartphone/tablet has a SIM card (this may incur charges!).

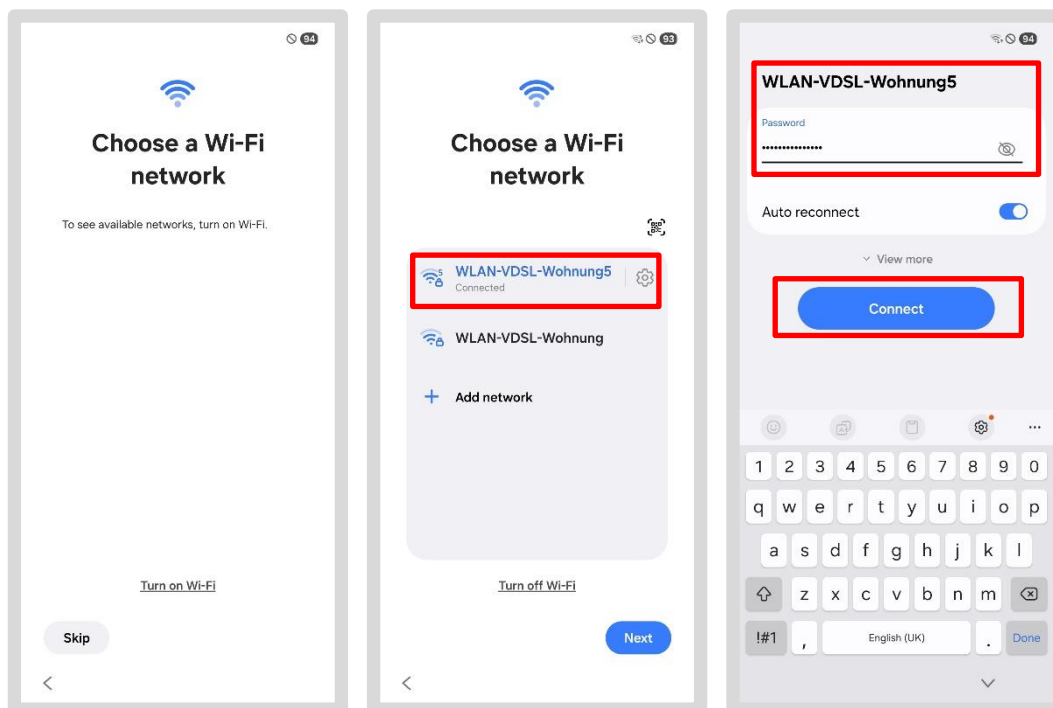
- Set up a hotspot with your private smartphone/tablet

or

- Use a hotspot from your colleague`s DB smartphone
- Use the dbs4mobile Wi-Fi if you have booked this product (see: <https://dbquestions.extranet.deutschebahn.com/question/27780>)
- Use your private Wi-Fi if you are working from home

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

- Tap on the Wi-Fi network you want to select
- Enter your personal login details and tap on "Connect"
- If prompted a second time, tap on "Next"



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

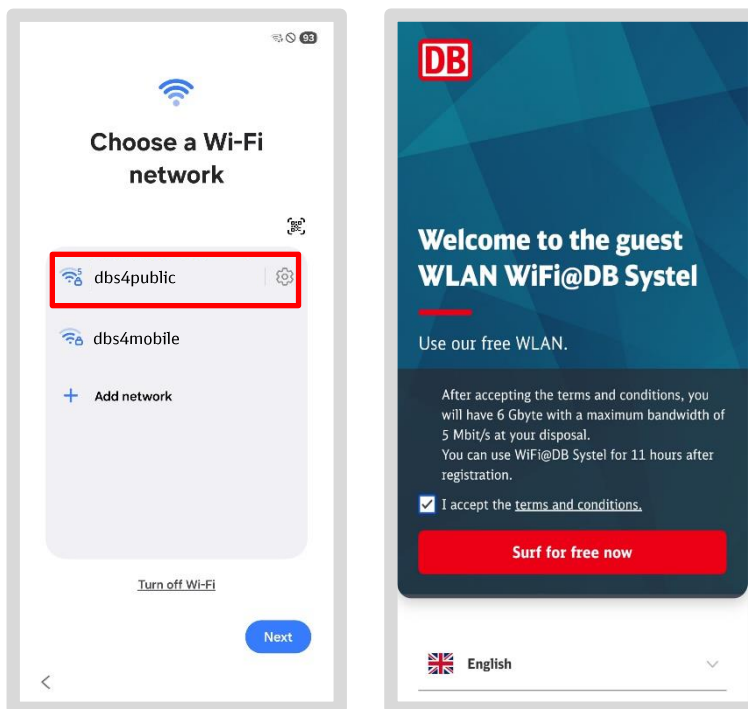
> Go to [Chapter 4 Registering Samsung with DB](#)

3.4 Setting up Wi-Fi in DB buildings

As the "dbs4public" Wi-Fi network does not always work satisfactorily in DB buildings, we recommend selecting one of the steps described in [Chapter 3.3 Setting up Wi-Fi](#).

If you are in a **DB building** and would like to use the "dbs4public" Wi-Fi, proceed as follows:

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



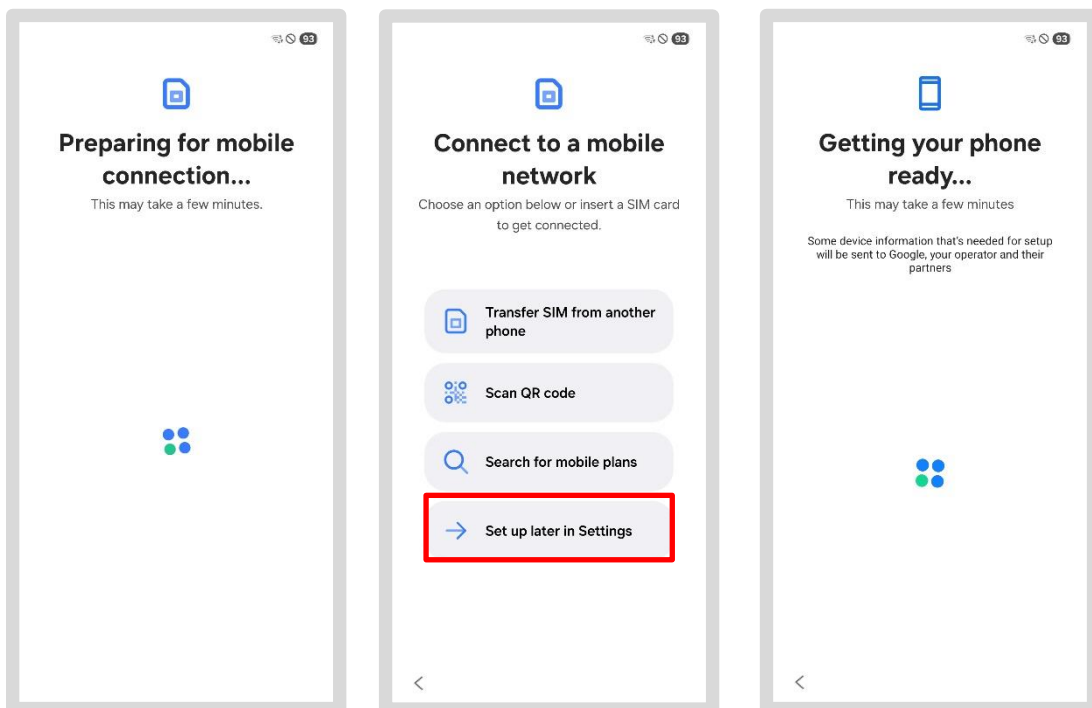
Once your device is connected to Wi-Fi, it will start connecting to the DB network.

> Go to [Chapter 4 Registering Samsung with DB](#)

4 Registering Samsung in the DB

In the next step, your DB smartphone/tablet must be reconnected to the DB network (more specifically, Enterprise Mobility Management, or EMM). Wait for the changing information until an instruction appears. Depending on the network connection, the screens may flicker or change.

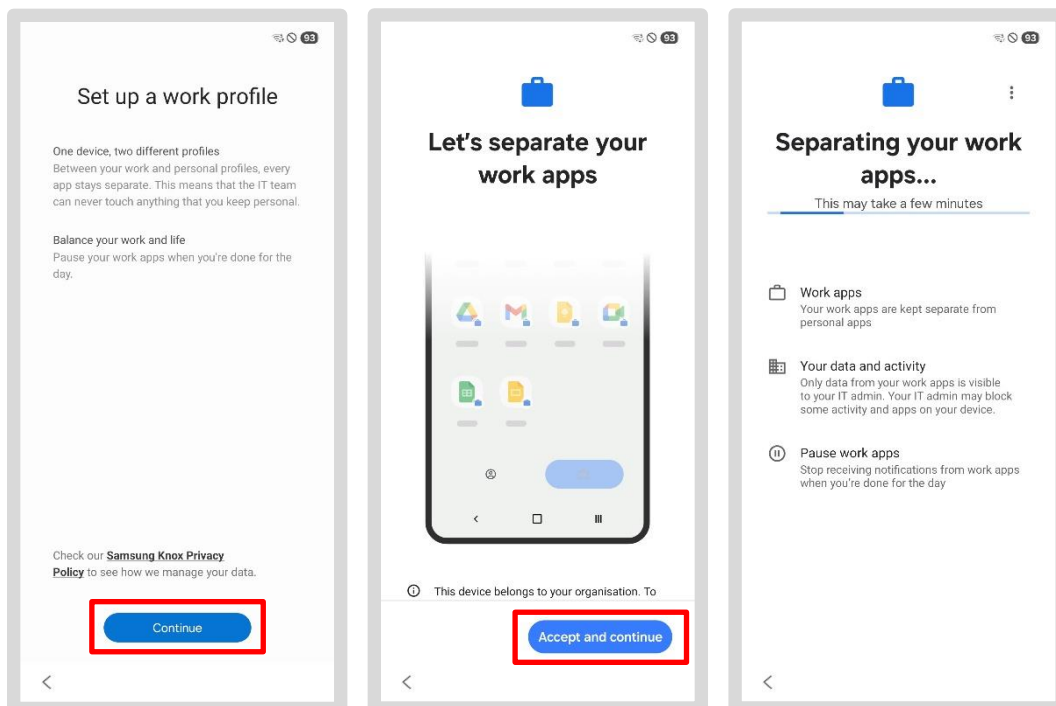
- Hold your tablet in **portrait mode** if you have been holding it in landscape mode up to this point
- Individual screens will now flash by
- Tap on "Set up later" and several screens will be displayed again without you having to do anything



4.1 Set up work profile

A work profile is required to assign the work apps to your smartphone/tablet. This must be set up here:

- The smartphone/tablet is being set up
- Confirm the following query with "Continue"
- When "Set up a work profile" appears, tap "Continue" or "Agree"
- When "The IT administrator can control this device & block apps" (the text may be truncated) appears, tap "Continue"

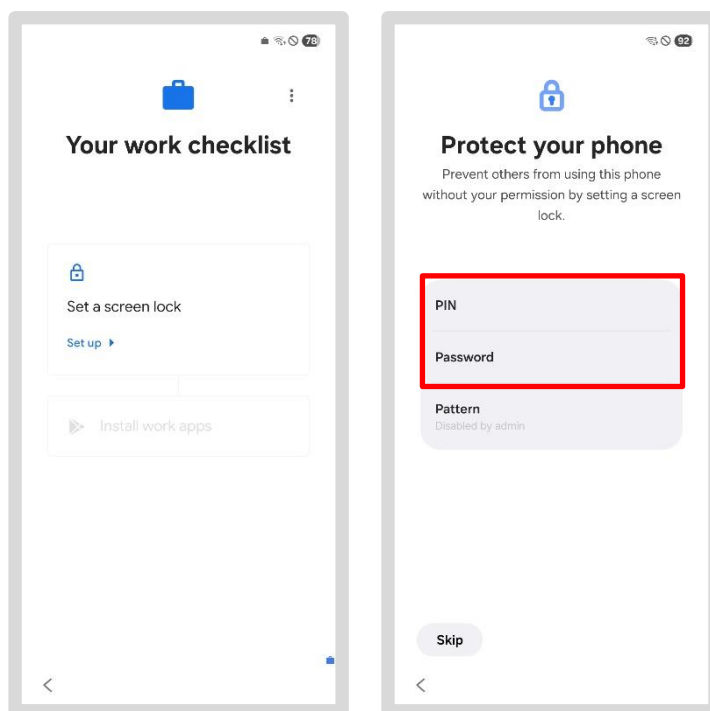


- Updating the device may take a while, or in some cases a very long time, so please be patient!
- The necessary apps are being installed
- You may be prompted to enter a private account here
 - > In this case, go to [section 4.4 Google account – not necessary](#)
- If this prompt does not appear, continue with the instructions as normal.
 - > Go to [section 4.2 Set screen lock](#)

4.2 Set screen lock

The next step is to set up the screen lock for your device. This is mandatory at DB for data protection reasons and reliably protects your data.

- Tap on "Set up"
- Choose the best option for you
- Tap on one of the two options (PIN or password) and then set your own personal screen lock
- Make sure that the new password or number combination consists of six digits
- When "Set up biometric data" appears, tap "Skip"

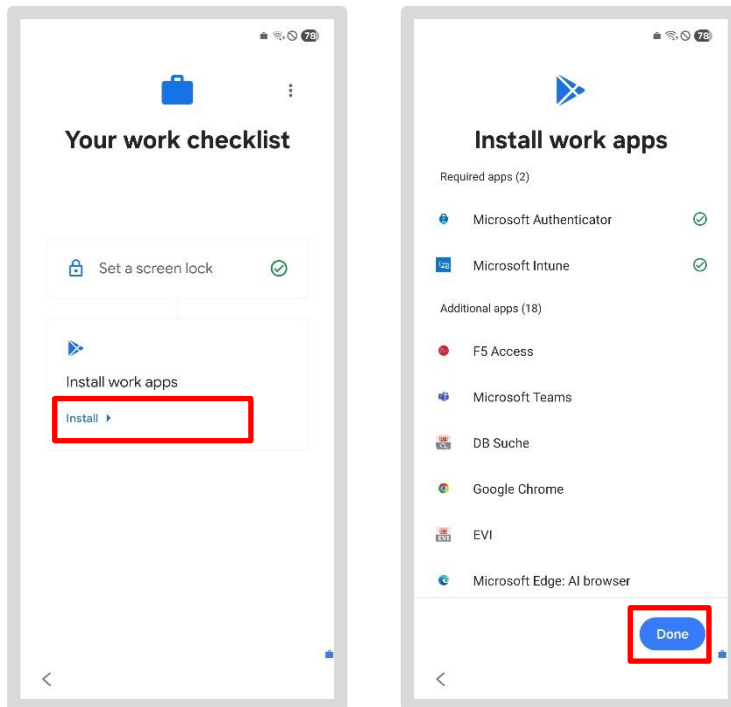


- Pay attention to the privacy and usage information in the initial setup instructions
- Confirm with "Continue" and then "OK" after entering it twice
- If the "Private Accounts" screen appears, tap "Later" when prompted
- The query about Google services may appear here
 - > In this case, go to section 4.4 Google Account – not necessary.
- If this prompt does not appear, continue with the instructions as normal.
 - > Go to section 4.3 Installing DB apps

4.3 Installing DB apps

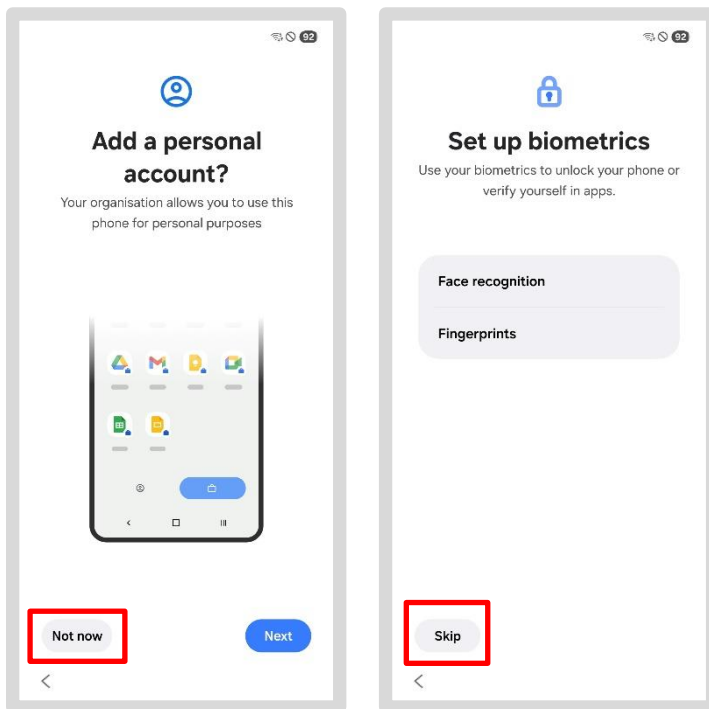
In the next step, all DB apps will be reinstalled on your DB smartphone/tablet. Follow the instructions on the screen.

- Tap on *"Install"*
- Scroll down and tap on *"Done"*



4.4 Google account – not necessary

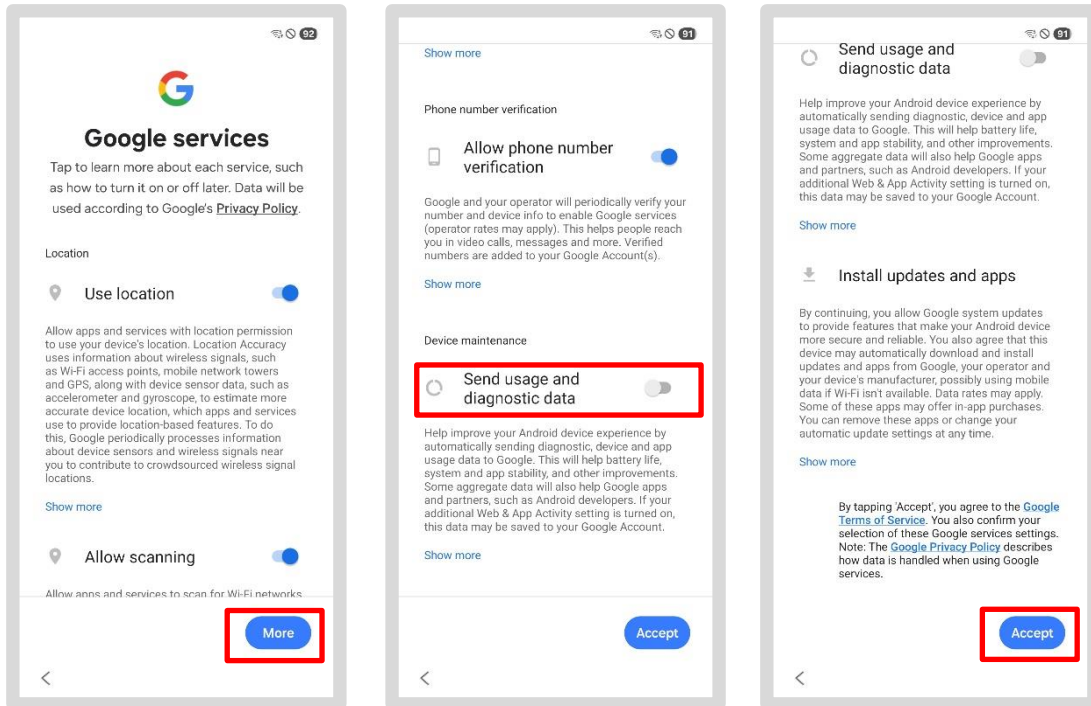
- **No private** Google account is required for your DB smartphone/tablet!
- If necessary, you can do this later
- Therefore, tap on *"Not now"*
- When *"Set up biometric data"* appears, tap *"Skip"*



- You need a Google account to receive private emails via Gmail, for example. You can also create a private Google account later

4.5 Activate Google service

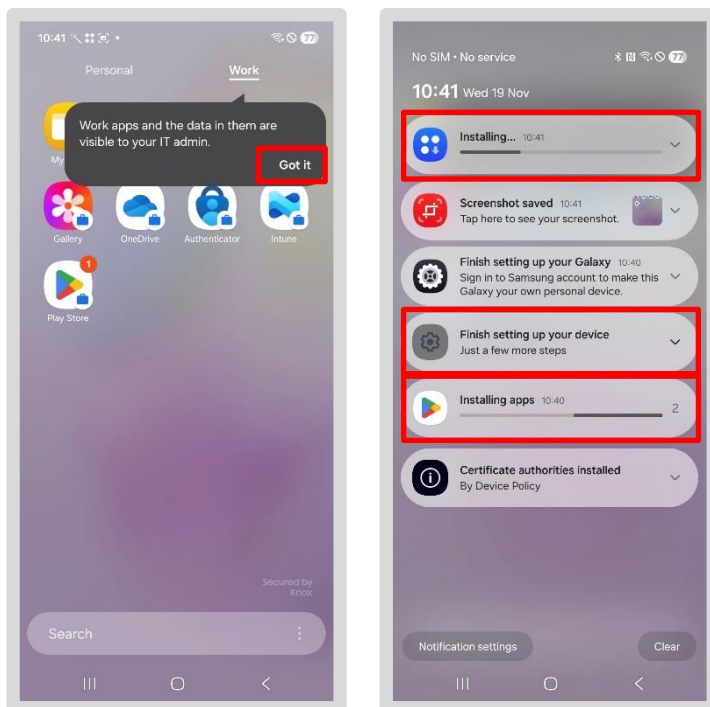
- Tap on "More" under Google services
- For **sending usage and diagnostic data**: Tap the slider to turn off the feature
- Keep scrolling and then tap "Accept"



> Go to [section 4.6 Automatic installation of DB apps](#)

4.6 Automatic installation of DB apps

- The following screens will appear... wait until the start screen appears
- Swipe from bottom to top to see the division into the *Personal/Work*
- Tap on "All right"
- Swipe from top to bottom. The notifications here show you whether any apps are still being downloaded or installed
- Tap on the notification to see how many apps still need to be installed



- **Please note:** "Complete your device setup" is not necessary for setting up your DB smartphone/tablet. Ignore it!
- Wait here for a while until all apps are installed
- **Note:** If your device does not behave as described or display the screens shown in these instructions, reset it again. To do this, go to [Chapter 2 Start recovery: Reset your smartphone/tablet](#)

Important!

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

Obtain the **temporary access pass (TAP)** and enter it in the *Intune app*.

To do this, follow the step-by-step instructions in
 > [Chapter 5 Activate device – Create temporary access pass \(TAP\)](#)

5 Activate device – Create temporary access pass (TAP)

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

- A valid temporary access pass (TAP) - db.de/tap
- Your DB User name and DB User password
- The Intune app

If you have already created an access pass:

- > Continue to [Chapter 6 Activate device with temporary access pass](#)
- > Otherwise, proceed to [Chapter 5.1 Create temporary access pass \(TAP\)](#)

For your 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.

- You can reset your DB User password at db.de/passwort
- **Instructions for changing your password** can be found in [Change DB User password](#)
- You can find out **how to obtain your DB User** in [Prerequisite: DB User](#)
- You can find **your DB User name** in DeBi under db.de/debi

You can create a temporary access pass (TAP) via the link: db.de/tap !

5.1 Create a temporary access pass (TAP)

- > **Note:** You can find video instructions at db.de/mobile-videoanleitung (only German)

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

Option 1:

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

Option 2:

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

- > [Chapter 5.2 Create a temporary access pass for a colleague](#)

Option 3 – Expert mode:

You **only** have a **smartphone/tablet** and were able to use it to create a temporary access pass (Tap) before resetting it. Make a note of your access pass and go to:

- > [Chapter 2 Start recovery: Reset smartphone/tablet](#)

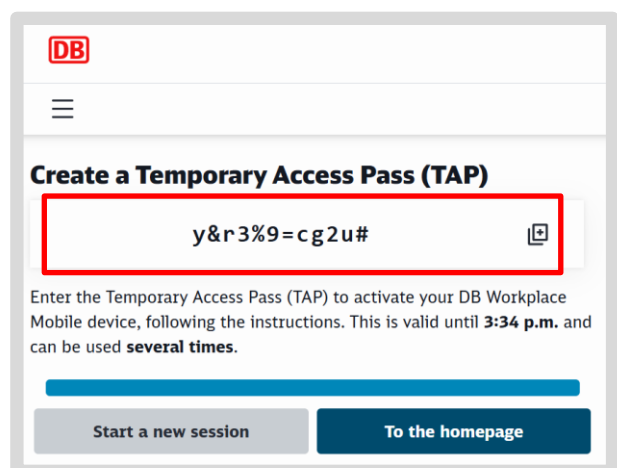
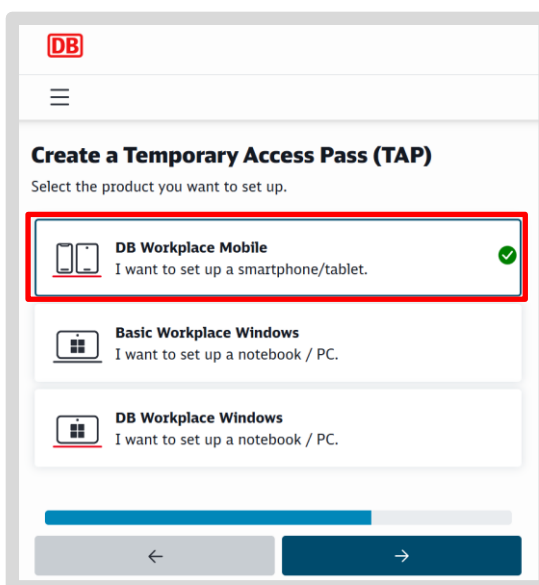
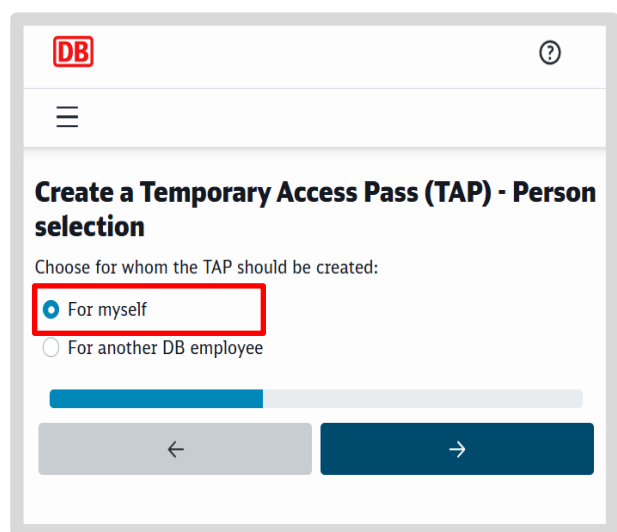
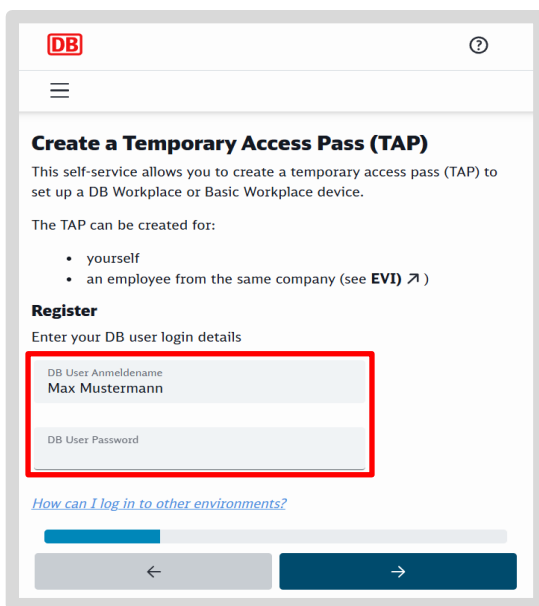
Please note: Your Tap is only valid for 60 minutes and for multiple smartphones/tablets!

If you still have the Welcome app installed:

- open the "Welcome app" and tap on "Help"
- Then *click* on "Temporary access pass (TAP)" to create it

If you do not have the Welcome app installed:

- Go to db.de/tap and enter your DB User name and DB User password
- Select "For myself" and tap on the blue button
- Now select "DB Workplace Mobile"
- The temporary access pass (TAP) will then be displayed
- This is now **valid for 60 minutes and for multiple smartphones/tablets.**



Important!

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

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

> Go directly to [Chapter 6 Activate device with the temporary access pass \(TAP\)](#)

Important!

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

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

> Now go to [Chapter 6 Activate device with the temporary access pass \(TAP\)](#)

5.2 Create a temporary access pass for a colleague

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

If you still have the Welcome app installed:

- open the "Welcome app" and tap on "Help"
- Then *click* on "Temporary access pass (TAP)" to create it

If you do not have the Welcome app installed:

- Go to db.de/tap and enter your DB User name and DB User password
- Enter your DB User name and DB User password
- Select "For another DB employee" and tap on the blue button

- Select the correct person, confirm their identity, and tap on the button
 - When working remotely via Teams, hand over control to your colleague(s)
- or
- Let your colleague use the computer
 - The DB colleague enters the DB User password
 - The access pass is then displayed. It is **valid for 60 minutes and for multiple smartphones/tablets**
 - Take back control of the screen if you have been using Teams
 - Write down the temporary access pass on a piece of paper or in a notebook

Create a Temporary Access Passport (TAP) for Max Mustermann

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

Register

DB User Anmeldename
Max Mustermann

DB User Password

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

Create a Temporary Access Pass (TAP)

y&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

- You will need it later for setup and activation in the Intune app
- The colleague can now activate their smartphone/tablet in the Intune app

> Go directly to [Chapter 6 Activating the device with the temporary access pass \(TAP\)](#)

Important!


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

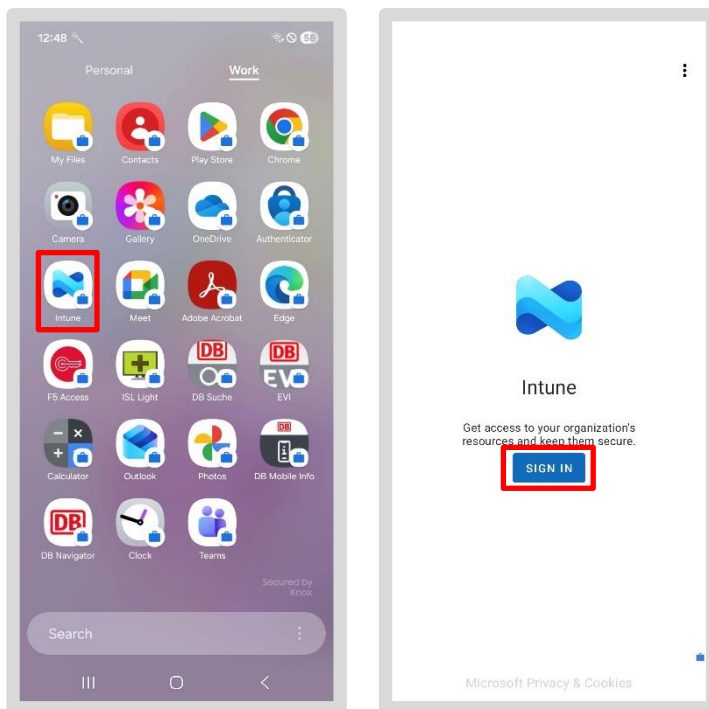
> Now go to [Chapter 6 Activate device with the temporary access pass \(TAP\)](#)

6 Activate device with the temporary access pass (TAP)

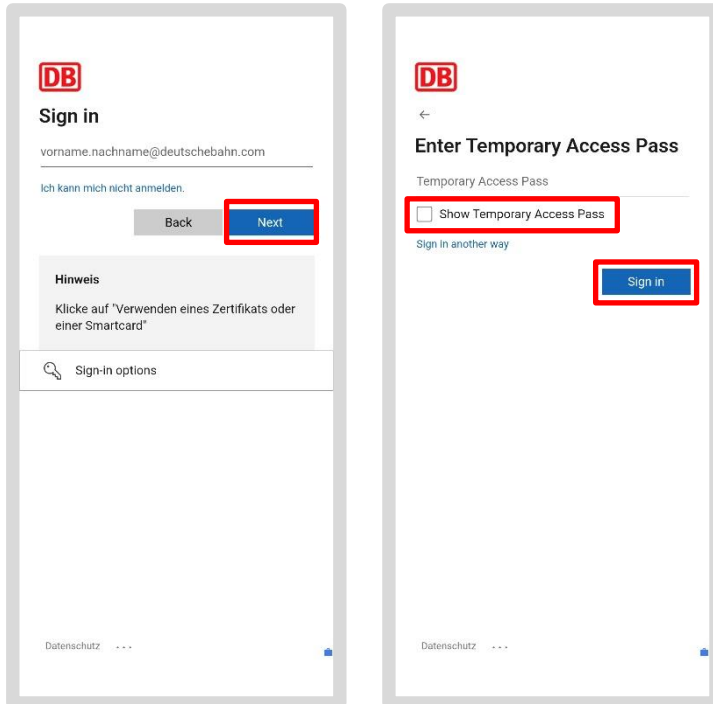
> **Note:** Check whether you have created and received a temporary access pass (TAP) as described in Chapter 5 Activate device – Create temporary access pass (TAP)!

> **Note:** You can find video instructions under db.de/mobile-videoanleitung (only German)

- The Welcome app is no longer required for activation; the Intune app is now available for this purpose
- Go to the "Work"/"Business" section
- Open the "Intune" app 
- Then tap on the "Sign in" button



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



Please note: Only enter the temporary access pass in the Intune app!

If you receive an error message:

- create a new temporary access pass and repeat the login process as described in Chapter 5 Activate device – Create temporary access pass (TAP)

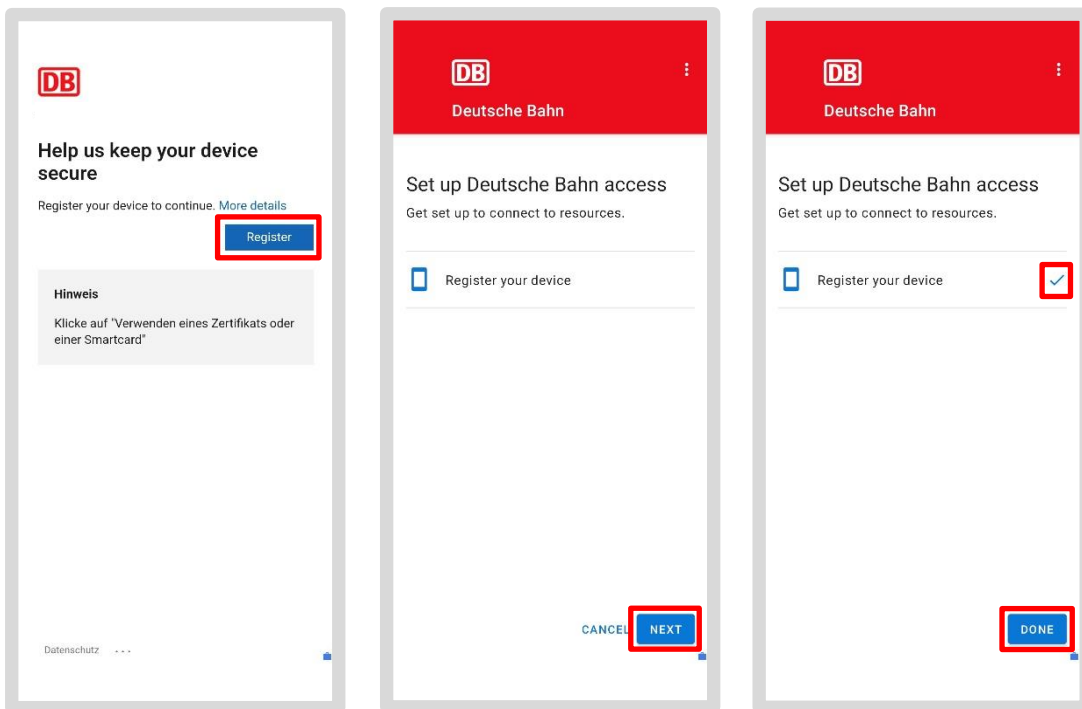
> Continue to Chapter 6.1 Setting up access to all DB apps and websites

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

6.1 Setting up access to all DB apps and websites

Access to the DB network is now being set up:

- Tap on "Register" and then on "Next"
- When the check mark appears next to "Register device", tap on the "Done" button
- **Please note:** if the "Done" button does not appear, activation is not complete
- Reopen the Intune app and go through the steps in Chapter 6 Activate device with the temporary access pass (TAP) step by step



> Note: Wait 5 minutes to 24 hours after registration!

All information and certificates will then have been transferred to your smartphone/tablet, and you will be able to use your apps such as Outlook, Teams, etc.

6.2 DB Apps

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

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

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

You can download additional DB apps from the work Google Play Store (the app with the suitcase icon) in the "Work" section.

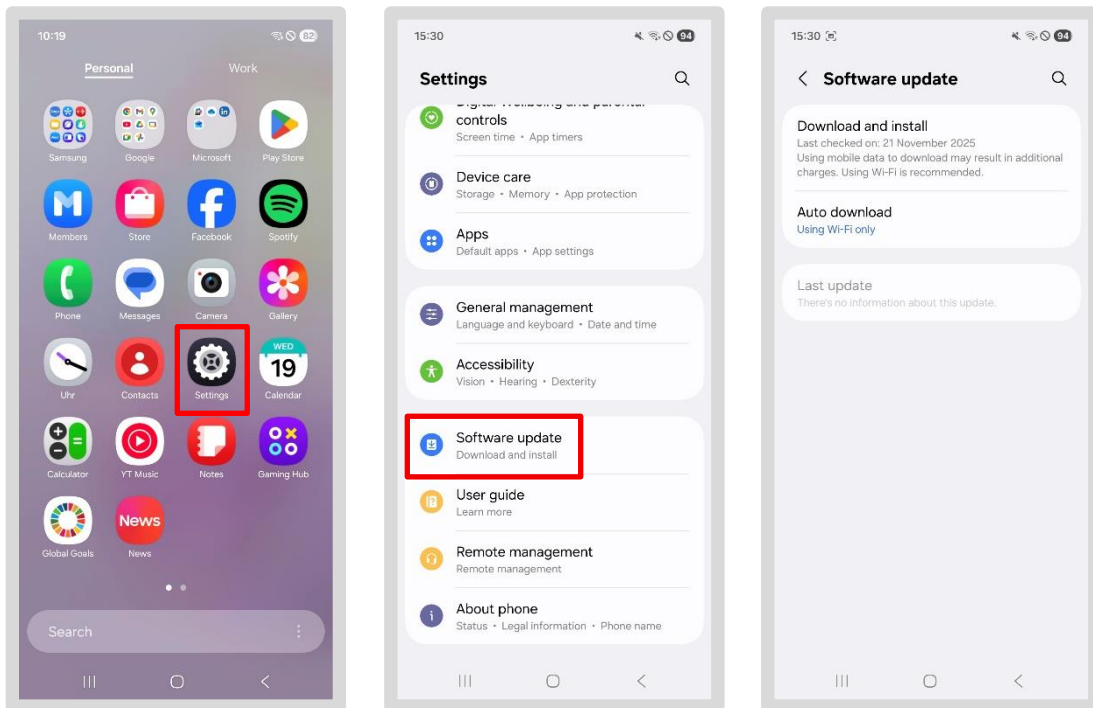
The **Welcome app** is **no longer** on the DB smartphone/tablet, but the **DB Mobile Info app** is available with all the information, useful links, and data you need about your DB smartphone/tablet.

7 Required settings

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

7.1 Check for operating system updates

- Go to the *"Personal"* section on your smartphone/tablet
- Tap on the *"Settings"* app
- Tap on *"Software Update"*
- This will tell you if an update is available
- Perform any pending updates by tapping on *"Install update"*



7.2 Outlook

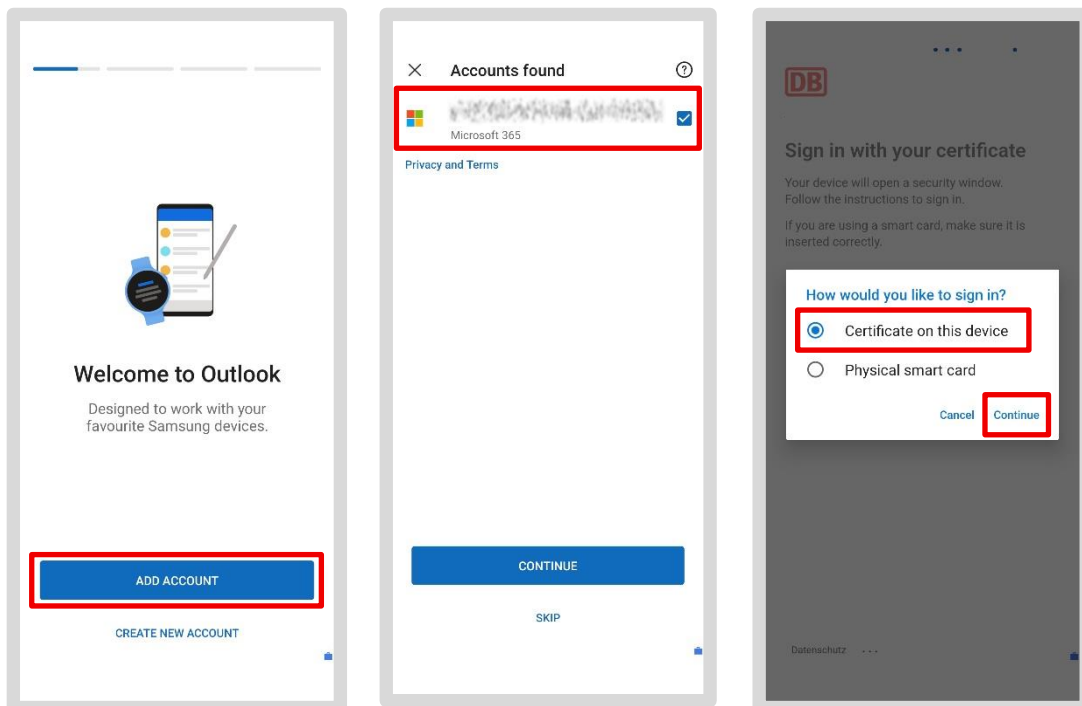
7.2.1 Set up Outlook /Create email account/Set up email encryption

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

- Go to your "Work/Business" area and tap on the "Outlook" app
- Your email account should already be stored automatically – then tap on "Add account"
- In the next step, select your email address and tap on "Continue"

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

- You can create this as described in [Chapter 5.1 Creating a temporary access pass \(TAP\)](#)
- Alternatively, select the option "Certificate on this device" under "Select other login option"
- Tap on "Select" when prompted for the certificate



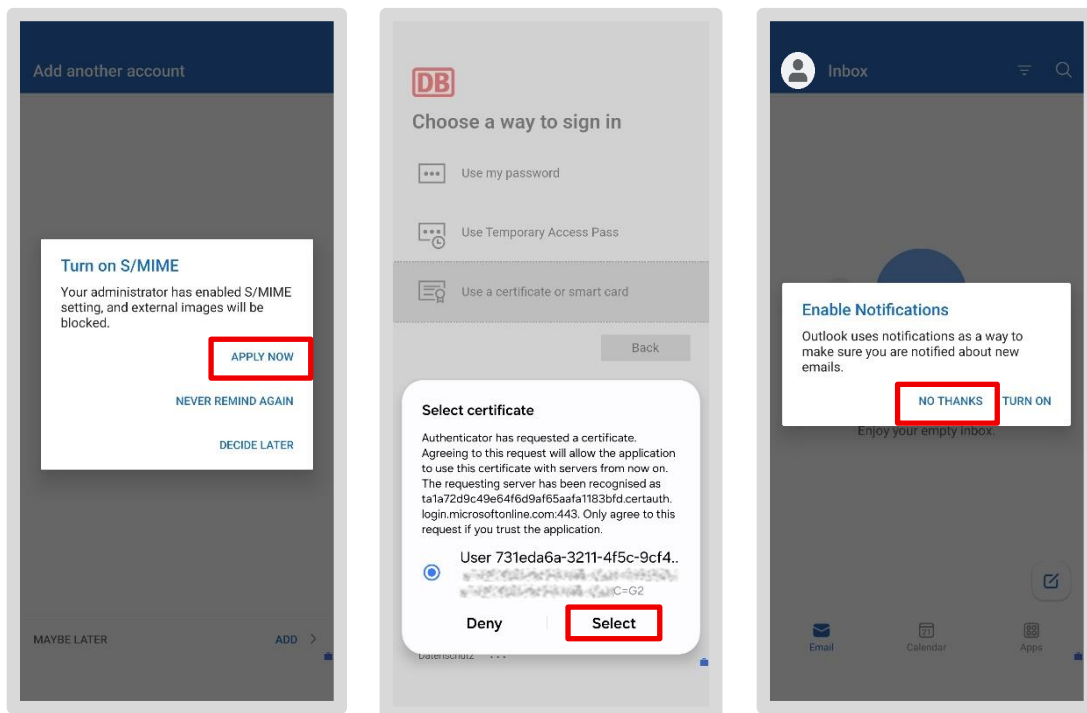
- If you wish to send particularly sensitive data (e.g., personnel information) by e-mail, you must also encrypt the content of the e-mail
- DB provides S/MIME encryption for this purpose
- Tap on *"Apply now"* when asked if you want to activate S/MIME

The certificate query will then appear. You can recognize the certificate that is valid for you as follows:

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

Your email account will now be set up:

- Tap on *"Maybe later"* when asked if you want to add another account
- And activate *"No thanks"* for notifications



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

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

7.2.2 Set up email signature

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

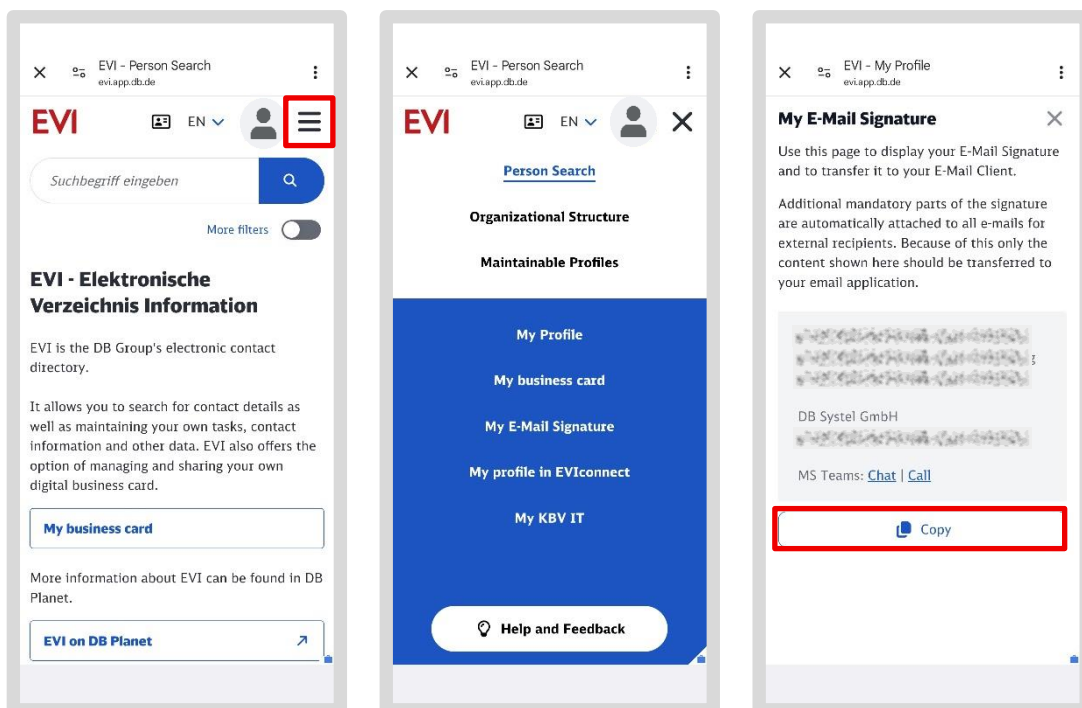
How to get your email signature from EVI:



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

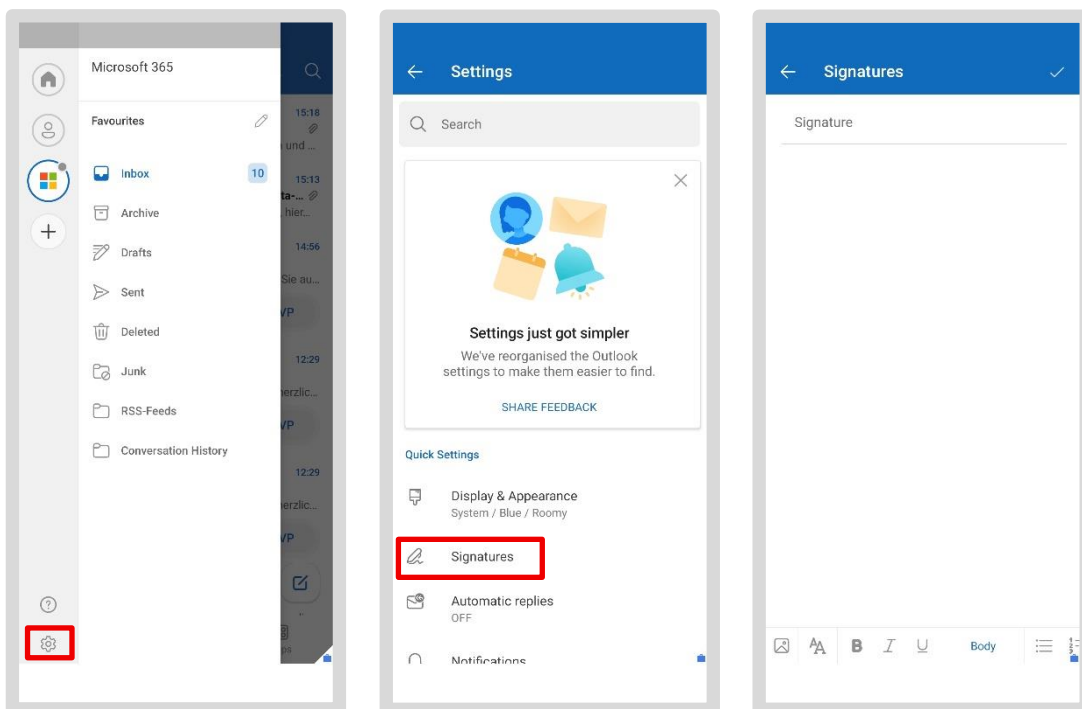
The new EVI view will open:

- Tap on 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 on the "Copy" field at the bottom
- Then close EVI



Paste the signature into Outlook:

- Open the Outlook app in the "Work/Business" section.
- Tap on your profile picture in the top left corner
- An overview of your email folders will open on the left-hand side
- Tap on the cogwheel in the bottom left corner ⚙️
- Now tap on "Signatures"
- A field for the signature will open. If there is already an entry there, delete it with the ✖️ button



- Now tap and hold the empty field until the "Paste" field appears and tap on it
- Your copied signature from EVI will be inserted.
- Close the window – your signature will now be automatically inserted into all emails you write

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

7.2.3 Email synchronization – all emails always up to date

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

7.3 MS Defender App

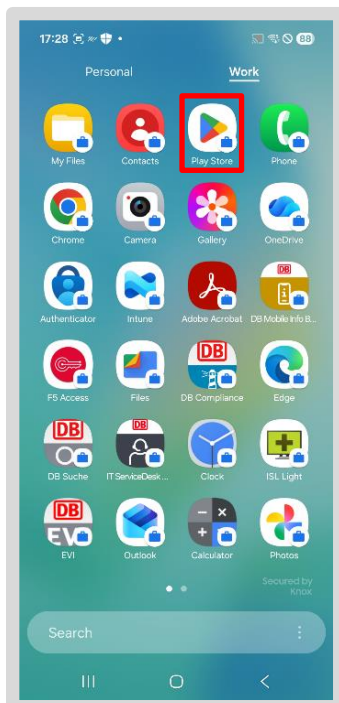
After activating Outlook and Teams, activate the "Microsoft Defender for Endpoint Mobile" app (MS Defender app for short) on your smartphone/tablet. The app protects against cyberattacks and scans existing apps for malicious software. To activate the protection, open the app once.

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

7.3.1 Set up the MS Defender app

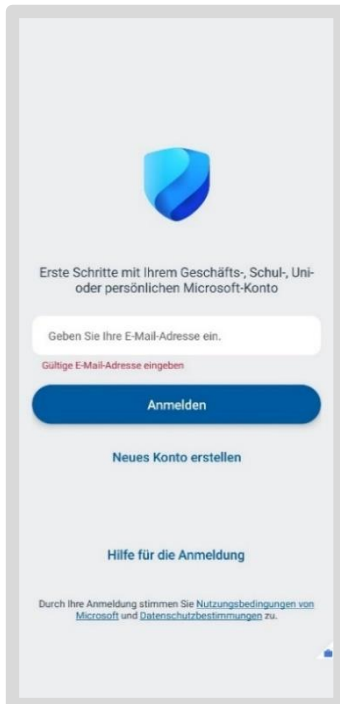
To set up the MS Defender app on your smartphone/tablet, you must take the following steps:

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

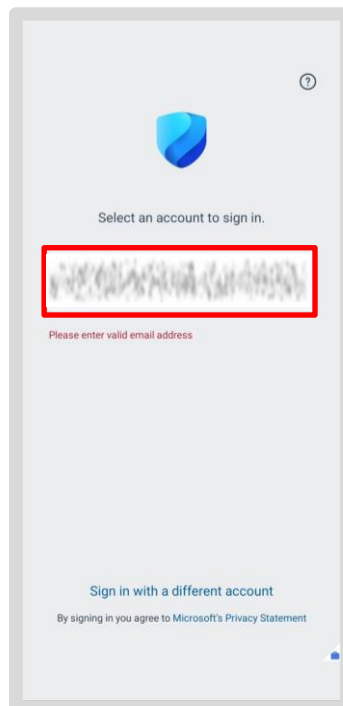
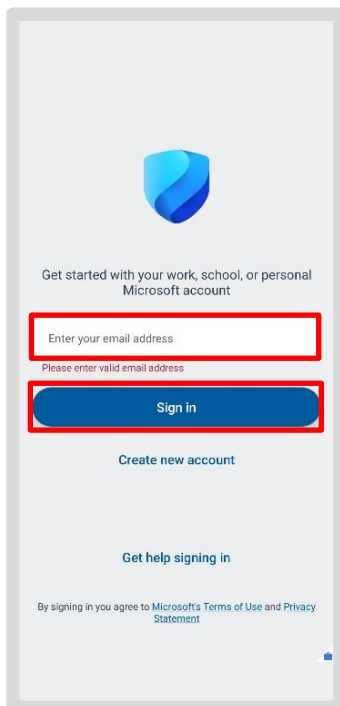


- Search for the app "Microsoft Defender: Antivirus" and tap on "install"

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



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

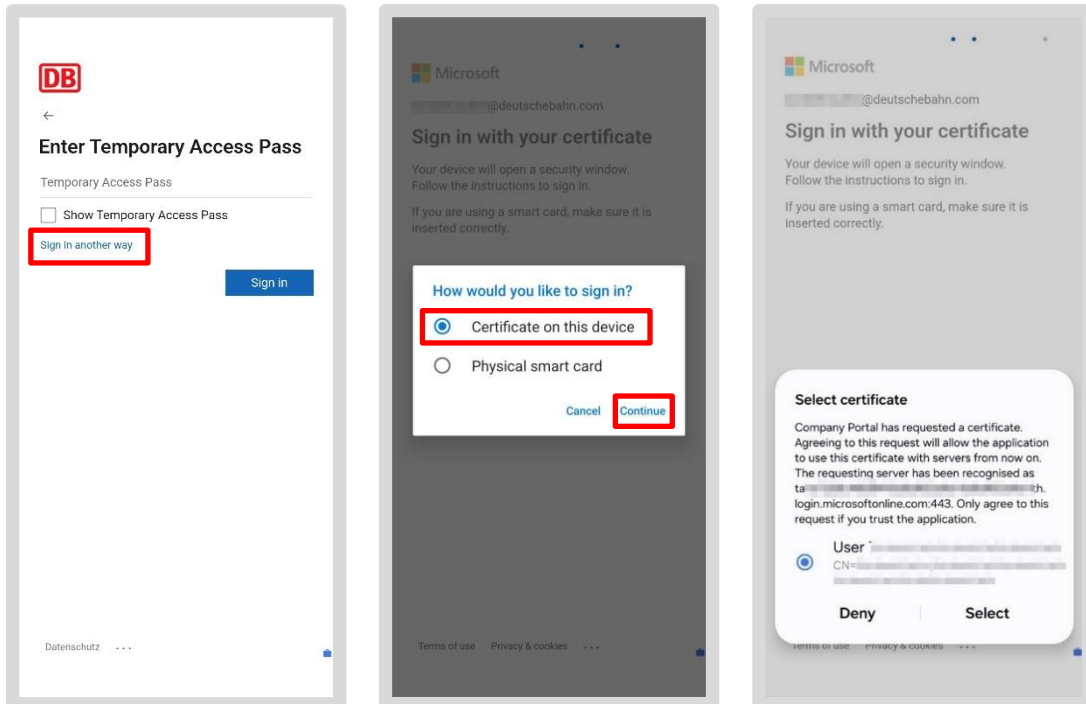


If you have activated your smartphone/tablet with the Intune app within an hour, you may be asked to enter your temporary access pass again here.

- Tap from "Sign in in another way"

Then go further:

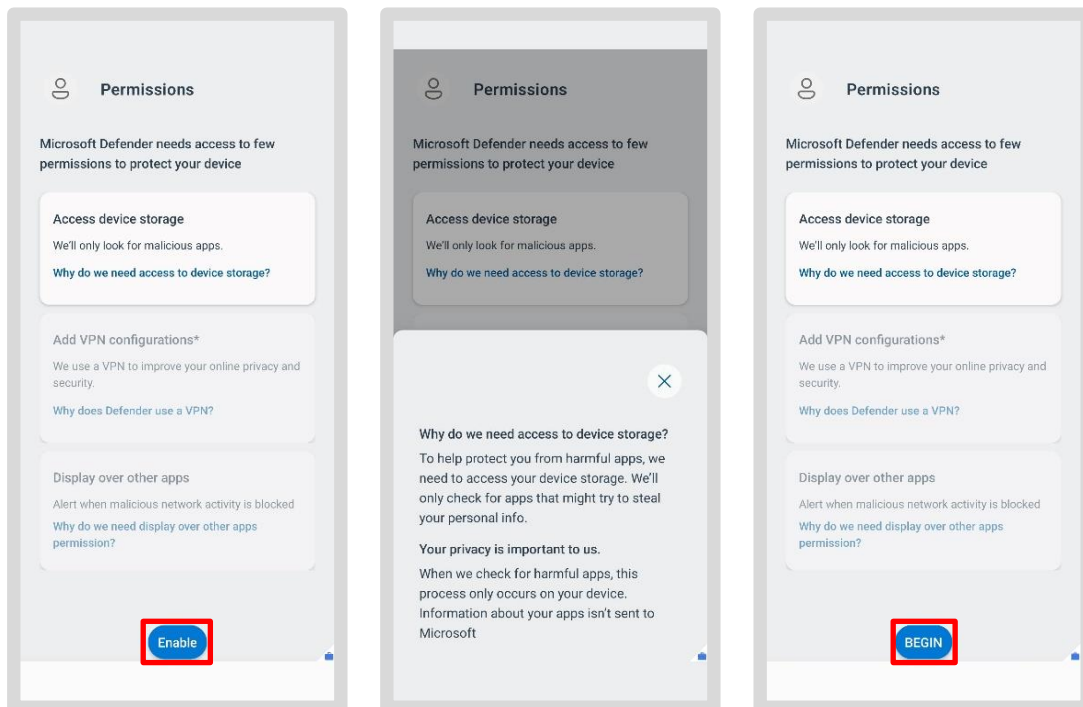
- Tap "Certificate on this device" when prompted and tap "Next"
- Select the certificate



7.3.2 Grant permissions

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

- Tap on "Enable"
- Then tap on "Begin"
- The "Settings" app of your smartphone/tablet will open

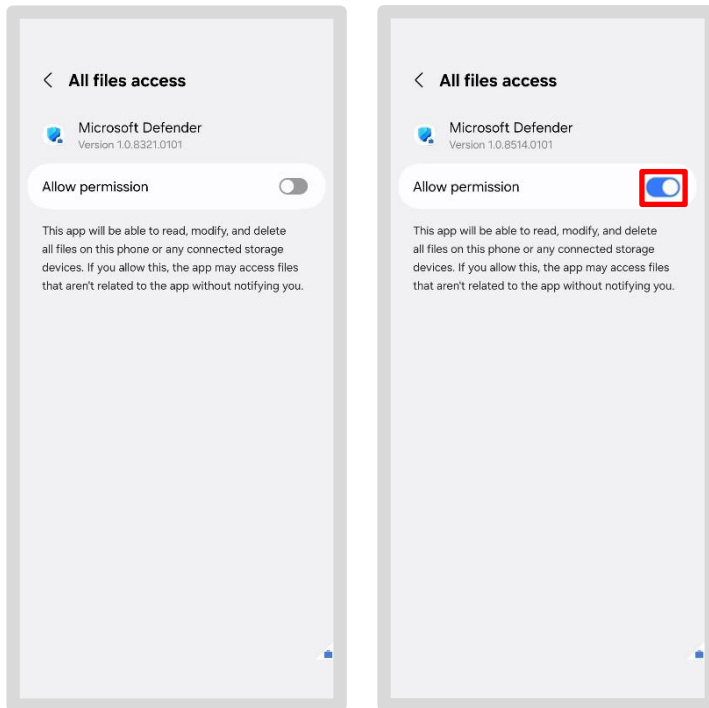


Background information on permissions:

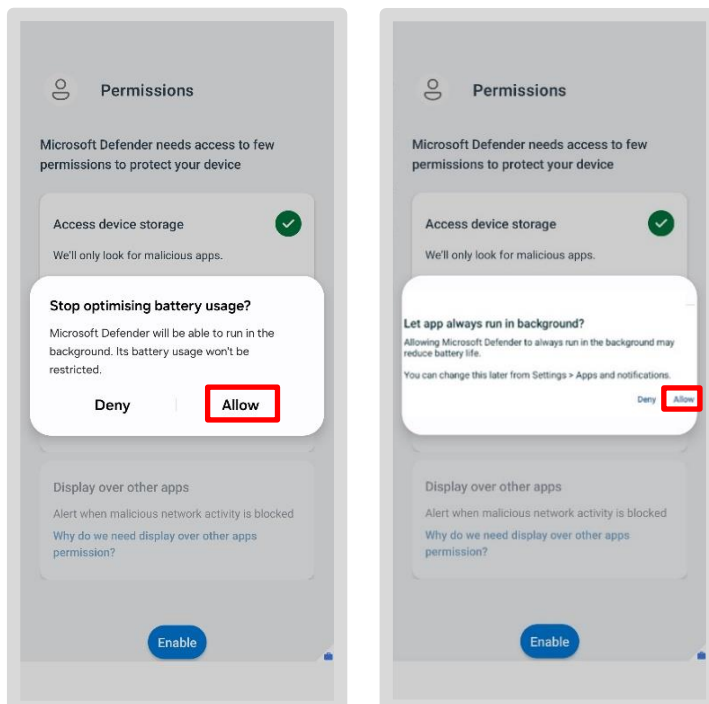
These authorizations are required for the application to function properly and to ensure security on your device.

You can display an information window for each of the individual authorizations (e.g., by clicking on "Why do we need access to the device memory?"). However, some elements cannot be selected (they are greyed out, e.g., "Add VPN configuration") or are already activated (green tick, e.g., "Run in background") as they are predefined by the system.

- Move the slider to the right to grant permission
- Tap "Allow" in the next prompt



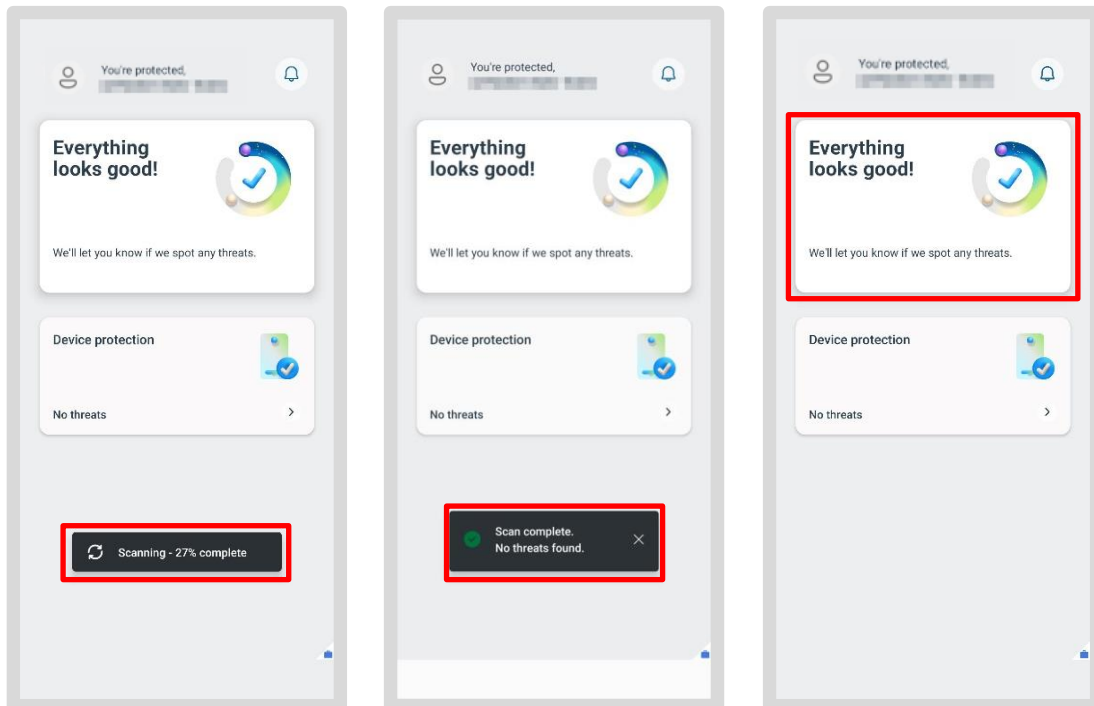
- Tap "Allow" for all the following queries



Note: Depending on the type of device, different authorizations are requested! This may result in only one of the queries being seen.

You will then be taken to the home page of the MS Defender app. A malware scan for your smartphone/tablet will start automatically. Intermediate steps are displayed during the scan.

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



Congratulations!

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

7.4 DB M 365

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

- Opening the DB Google Play Store
- Search for the respective app using the search bar, for example Word, Excel, PowerPoint, or PDF Reader

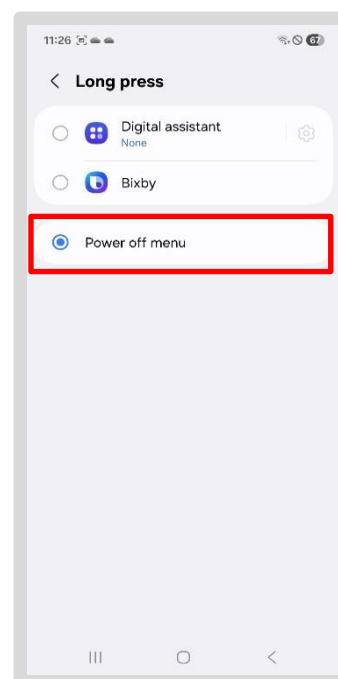
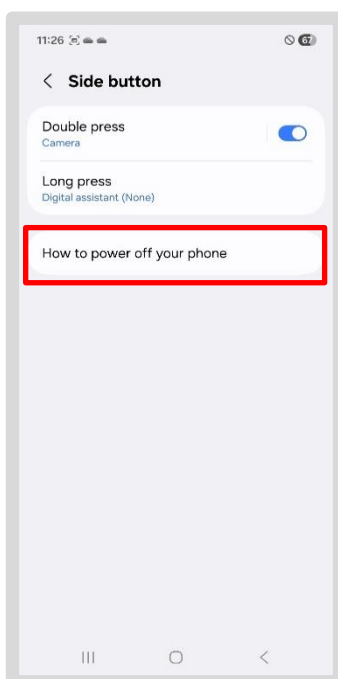
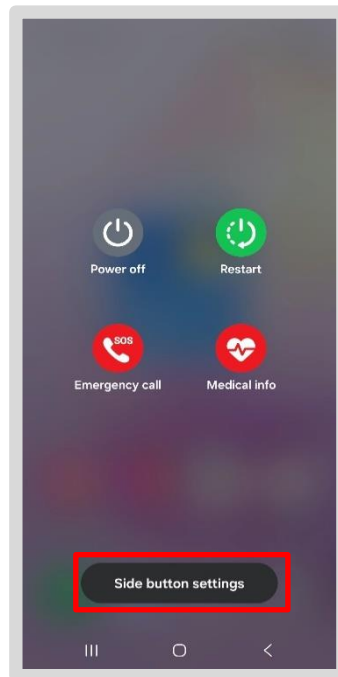


- Then tap on "*Install*"
- When you open a file, the app will open automatically

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

7.5 Deactivate the Bixby button

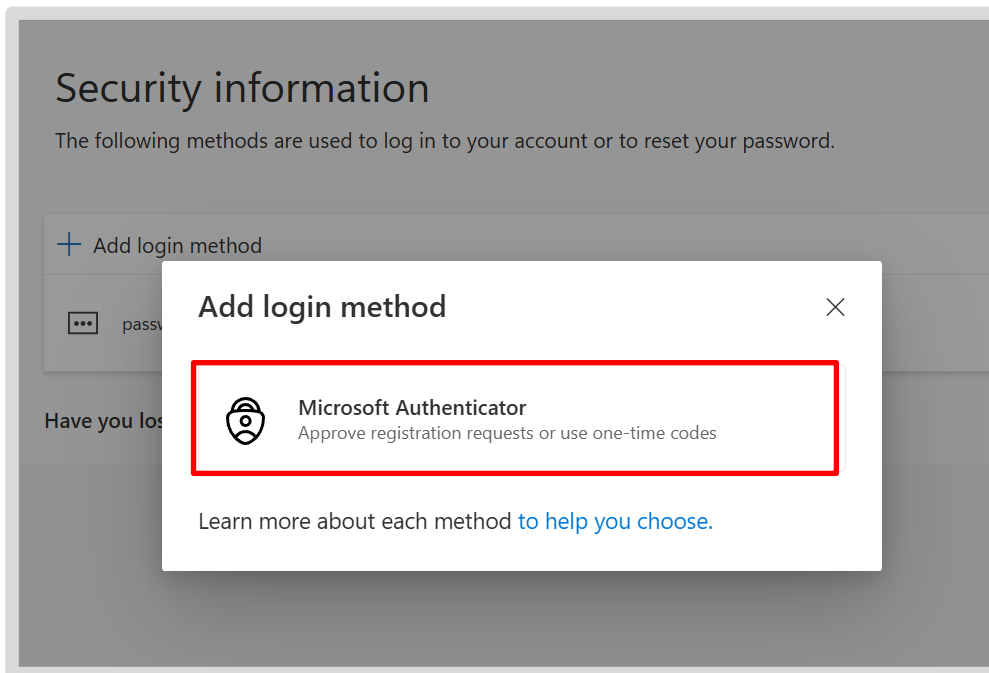
- By default, the power button launches the Bixby voice assistant. For security reasons, this must be disabled:
- Swipe down from the top of the screen
- Tap the power icon at the top right next to the settings icon
- Select "Function key settings"
- Change the function for "Long press" to "Power off menu"



7.6 Reactivate the Microsoft Authenticator app

If you have been using the Authenticator app, proceed as follows:

- Tap on db.de/authenticator on your BKU or Basic Workplace computer
- Tap on 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 on the "Instructions for setting up MFA" button and follow the steps
- You can then use the Microsoft Authenticator app for authentication on your smartphone/tablet
- If you have used the **Authenticator app for websites or tools**, reactivate the app in the websites

Tip: If you have difficulty reactivating the connections in the Authenticator app after migration, use the self-service option: "[Reset Microsoft Authenticator app \(MFA\)](https://db.de/resetmfa)": db.de/resetmfa and then follow the steps.

Congratulations!

You have successfully restored your work smartphone/tablet!

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

> You can find out how to save your contacts in OneDrive and import them again in the setup instructions under [Backing up contacts in OneDrive](#)

> You can find detailed setup instructions at db.de/mobile-setup