



Operating system version: Android 15 or later

# **Recovery Samsung** DB Workplace Mobile

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DB System GmbH | 15 May 2026

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# 1 Steps to take before performing a ' ' restore

If your work smartphone/tablet is experiencing issues such as slow performance, freezing or frequent crashes, resetting it to factory settings can help. These steps are necessary:

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## 1.1 Back up your data

- **Back up your data**

To do this, follow these steps:

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

> You can find instructions on how to back up your data at:

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

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

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## 1.2 Authenticator app – optional

**Note:** This information only applies to users who actively use the Authenticator app, for example, for administrative access with a so-called '2-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 the recovery process
- No further steps are required
- After recovery, the app must be reactivated; this is described in [Chapter 7.6 Reactivating the Microsoft Authenticator App](#)
- If you need to use the Authenticator app during the recovery process, use another smartphone or tablet to connect it to the Authenticator app. To do this, follow the step-by-step guide to [setting up multi-factor authentication \(MFA\)](#)

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## 1.3 Creating a Temporary Access Pass (TAP) – Expert mode

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

If your smartphone/tablet is still partially functional, go to the next page

Your smartphone/tablet is no longer working at all; proceed to

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

### Smartphone/tablet still works to some extent:

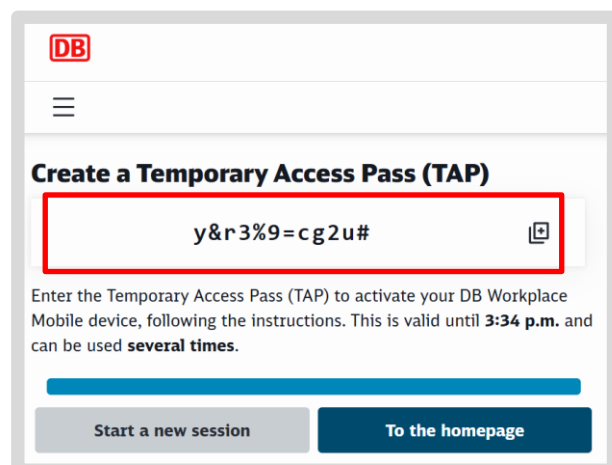
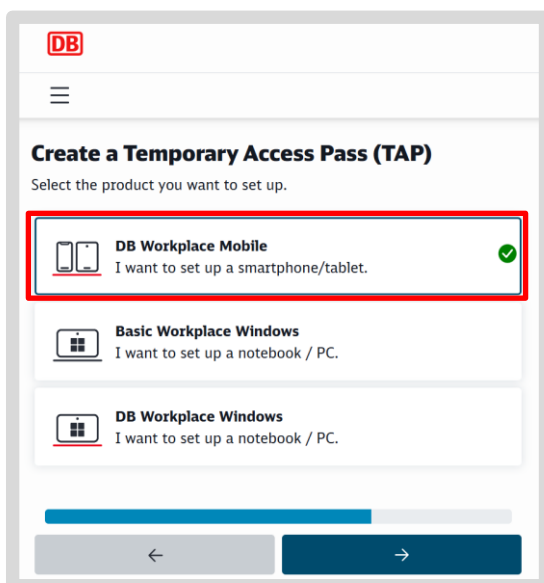
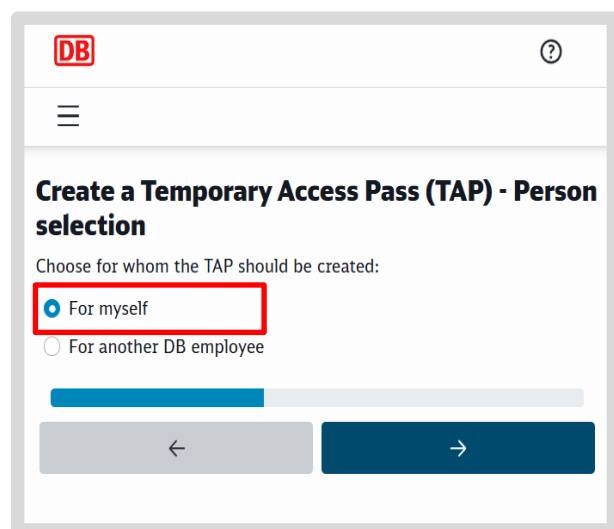
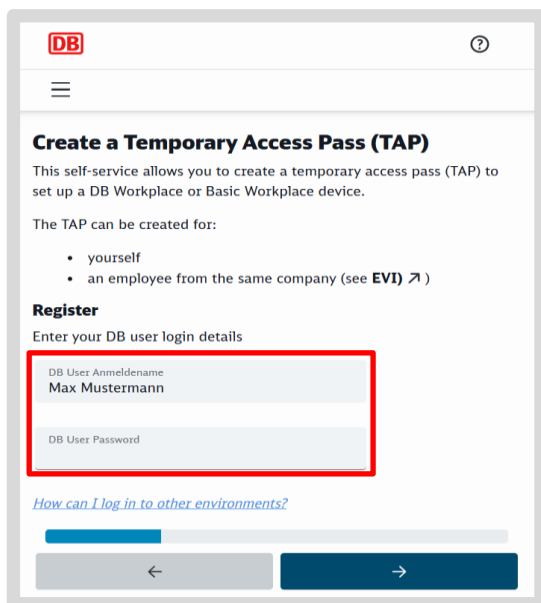
> **Note:** You can find a video guide at [db.de/mobile-videoanleitung](https://db.de/mobile-videoanleitung)

### 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 haven't installed the Welcome App:

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



**Important!**

The **TAP** must 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 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](#)

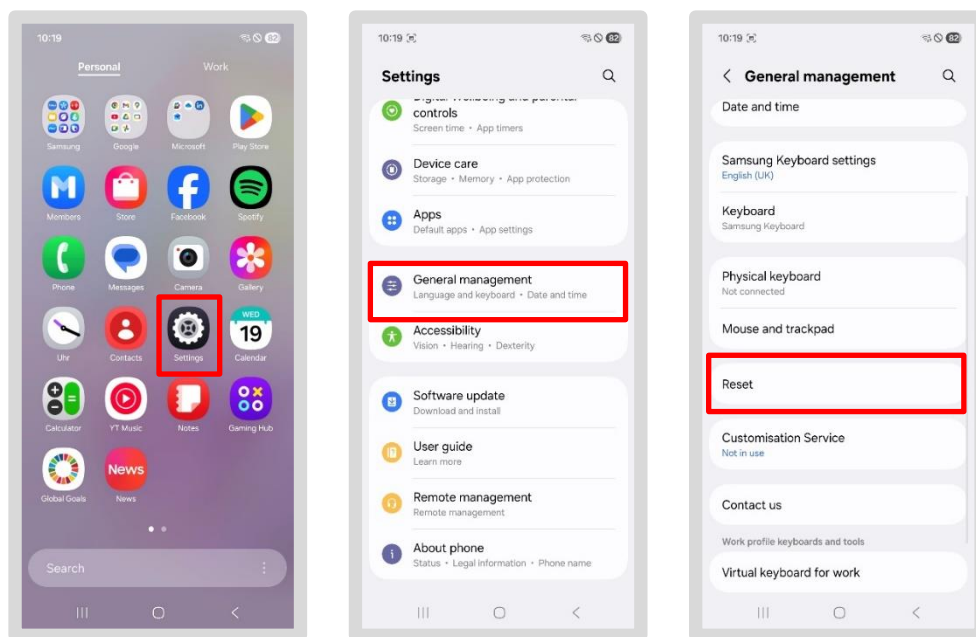
## 2 Start recovery: Reset smartphone/tablet

**Note:** The screens below may look different depending on your smartphone/tablet model.

### 2.1 Resetting your smartphone/tablet yourself

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

- Go to the “*Personal*” section on your smartphone/tablet
- Tap 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: [Backing up data](#))
- Then tap the “*Reset*” button, enter your screen lock and then tap “*Erase everything*”
- Wait a few minutes; your device will reset automatically

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

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## 2.2 Reset your smartphone/tablet via the IT ServiceDesk app

If your smartphone/tablet is no longer working, follow these steps:

- Open the IT ServiceDesk app and, under 'New Service Request', submit a request to reset your smartphone/tablet
- If you cannot open the app, call this number:
- IT ServiceDesk
  - Internal: Tel. 91-5555
  - External: Tel. 0361 430 8200
  - Select menu option 0 here
- IT ServiceDesk DB Cargo
  - Tel. 91 7777 (internal)
  - Tel. 00800 327 978 35 (external)
  - Select menu option 0 here
- If other issues arise, consider the following in advance:
  - **Where did the problems** occur?
  - **Identify the source of the error** so we can provide you with support more quickly
  - **For *certificate issues***: After registration, wait **between 5 minutes and 24 hours** for all information and certificates to be transferred to your smartphone/tablet.

> Then go to Chapter 3: Re-configure in Microsoft Intune

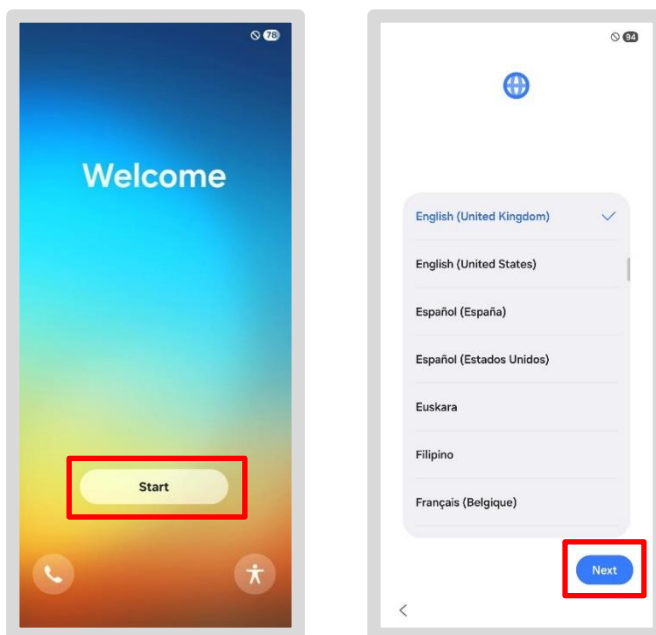
## 3 Reconfigure in Microsoft Intune

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### 3.1 Select language

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

- Hold your tablet in **portrait mode** to see the screens exactly as they appear in the guide
- 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 restoration
- Tap ‘Start’
- On the next screen, select your preferred language from the list and tap “Next”

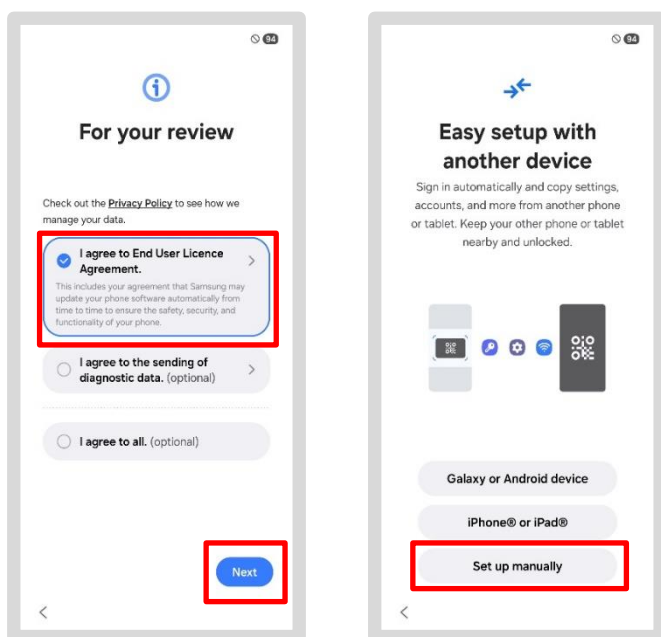


> Continue to [Chapter 3.2: Accept the End User Licence Agreement](#)

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## 3.2 Agree to the End User Licence Agreement

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



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

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### 3.3 Set up Wi-Fi

Choose one of the following options to set up your Wi-Fi:

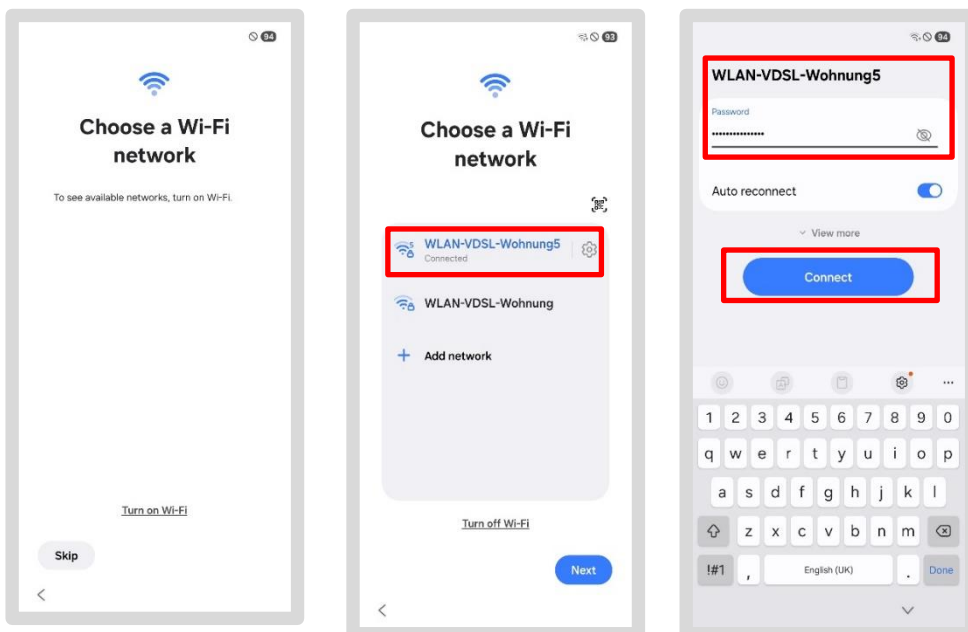
- Use your **mobile data**, provided you have a SIM card in your smartphone/tablet (this may incur charges!)
- Set up a hotspot using your personal smartphone/tablet

or

- Use a hotspot from a colleague's DB smartphone
- Use your own Wi-Fi if you are working from home

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

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



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

> Go to [Chapter 4: Logging in to DB on Samsung](#)

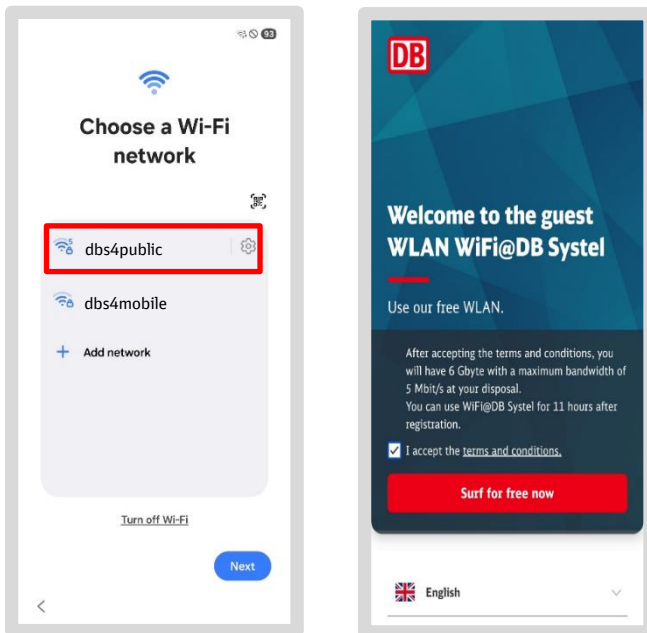
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### 3.4 Setting up Wi-Fi in DB buildings

As the “dbs4public” Wi-Fi in DB buildings does not always work satisfactorily, we recommend following one of the steps outlined in [Chapter 3.2 Setting up Wi-Fi](#).

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

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



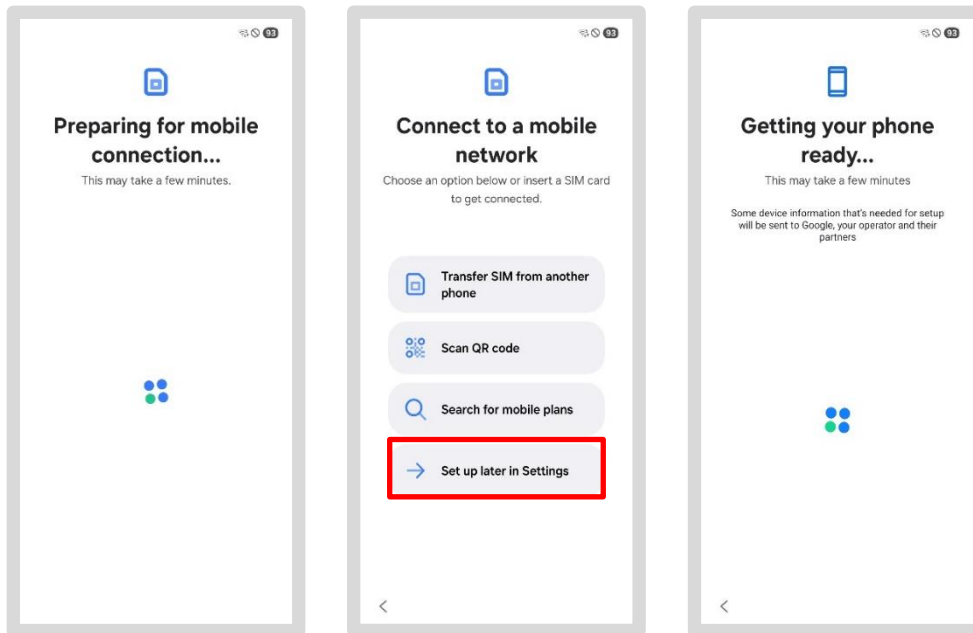
As soon as your smartphone/tablet is connected to the Wi-Fi, the connection to the DB network will start.

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

## 4 Register Samsung with DB

The next step is to reconnect your DB smartphone/tablet to the DB network (specifically to Enterprise Mobility Management, or EMM for short). As the information changes, wait until instructions appear. Depending on your network connection, the screens may flicker or change rapidly.

- Hold your tablet in **portrait mode** if you have been holding it in landscape mode up to this point
- Individual screens will now scroll by
- Tap on “*Set up later*”, a few screens will now appear again without you needing to do anything

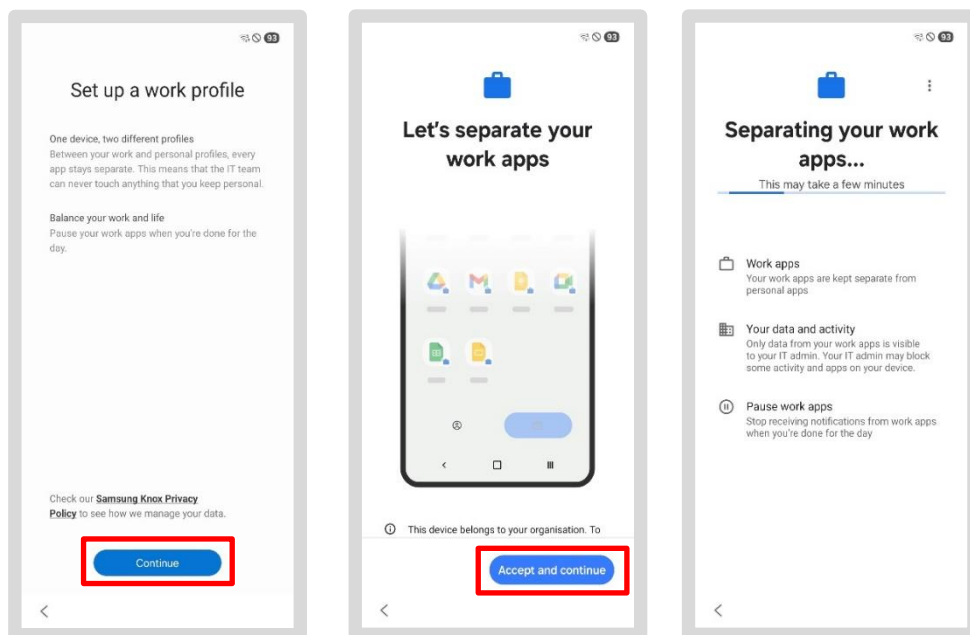


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## 4.1 Set up work profile

A work profile is required so that work apps can be assigned to your smartphone/tablet. This must be set up here:

- The smartphone/tablet is being set up
- Confirm the following prompt by *tapping “Next”*
- When *“Set up a work profile”* appears, tap *“Next”* or *“Agree”*
- When *“The IT administrator can control this device & block apps”* (the text may be cut off) appears, tap *“Next”*



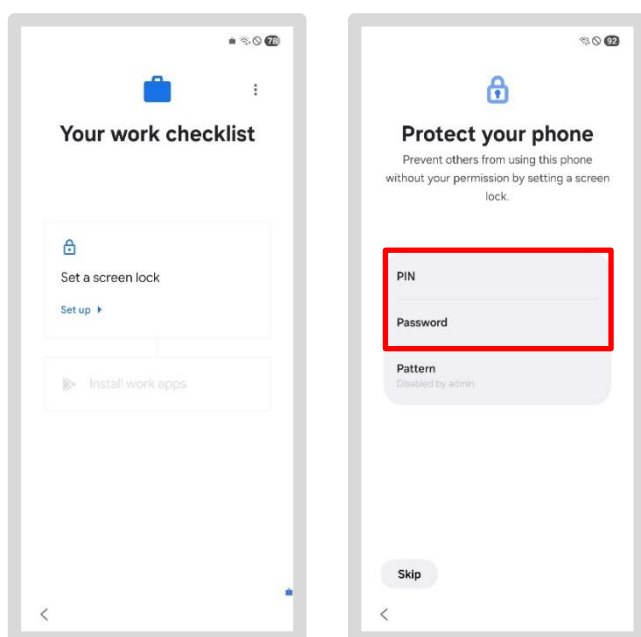
- Updating the device may take a little while or quite a long time, so please be patient!
  - The required apps are being installed
  - You may see a prompt asking for a personal account
- > In this case, go to [section 4.4 Google Account – not necessary](#)
- If this prompt does not appear, continue with the instructions as normal
- > Go to [section 4.2 Set up screen lock](#)

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## 4.2 Set up screen lock

In the next step, you will set up the screen lock for your device. This is mandatory with DB for data protection reasons and reliably protects your data.

- Tap 'Set up'
- Choose the option that suits you best
- Tap one of the two options (PIN or password) and then set your own personal screen lock
- Make sure the new password is a new combination of 6 digits
- When "Set up biometric data" appears, tap "Skip"



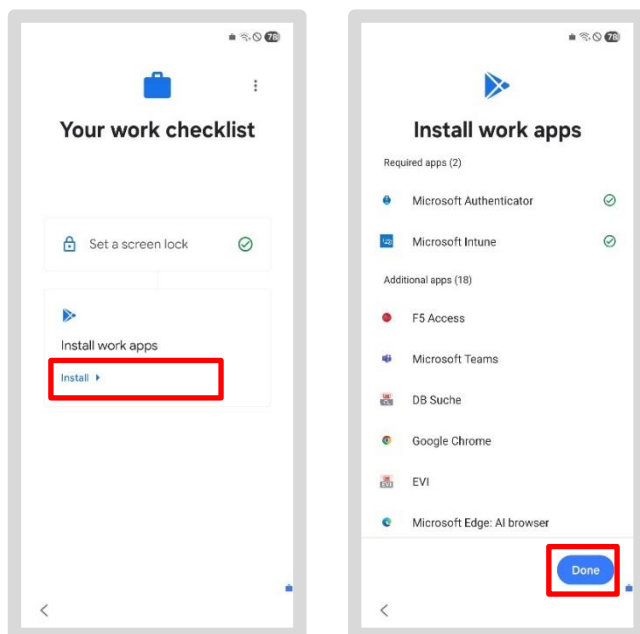
- Please note the [privacy and usage information](#) in the initial setup guide
- Confirm by tapping "Next" and then "OK" after entering it twice
- If the "Private Accounts" screen appears tap "Later" when prompted
- You may see a prompt regarding Google services here
  - > In this case, go to [section 4.5: Activate Google service](#)
- If this prompt does not appear, simply continue with the instructions as normal
  - > Go to [section 4.3 Install DB Apps](#)

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### 4.3 Install DB apps

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

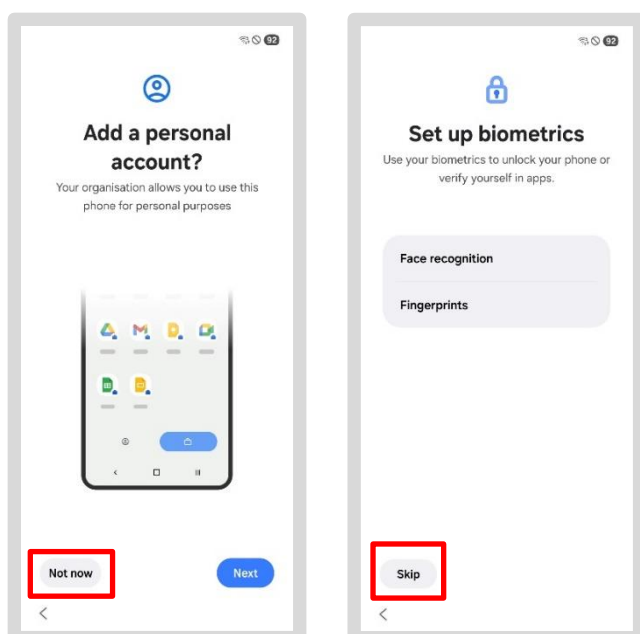
- Tap “Install”
- Scroll down and tap “Done”



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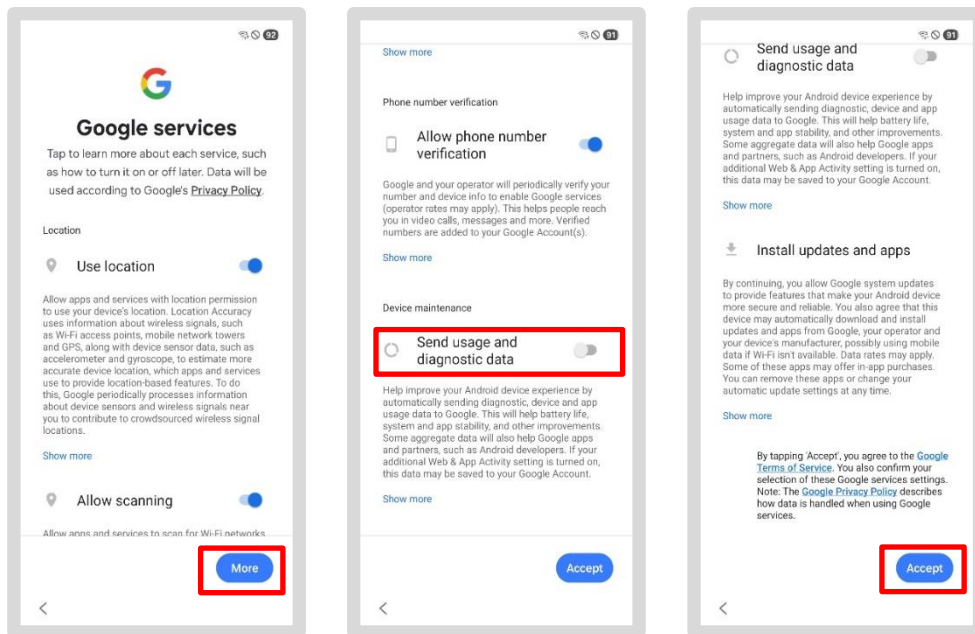
### 4.4 Google account – not required

- **No personal** Google account is required for your DB smartphone/tablet!
- If necessary, you can do this later, so tap on “not now”
- When “Set up biometric data” appears, tap “Skip”



## 4.5 Activate Google service

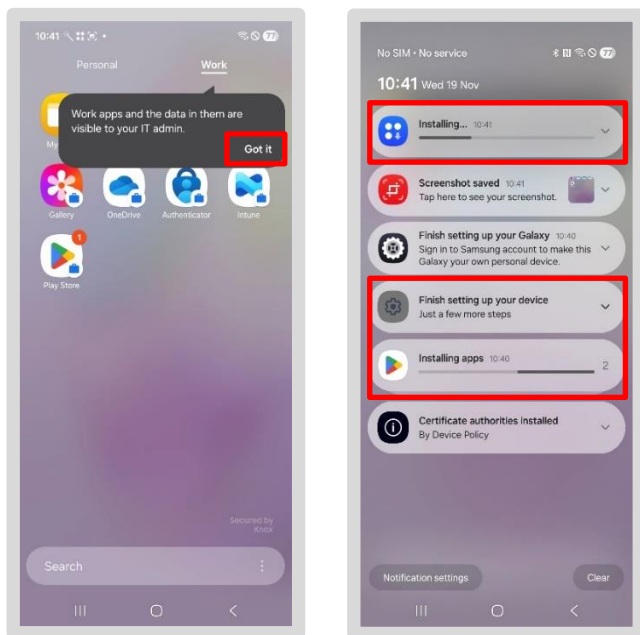
- Tap “More” under Google services
- Under ‘Send usage and diagnostic data’: Tap the slider to turn the feature off
- Scroll down and then tap “Accept”



> 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 home screen appears
- Swipe up from the bottom to see the division into the sections *Personal/Work*
- Tap 'OK'
- Swipe down from the top. The notifications here will show you whether any apps are still being downloaded or installed
- Tap the notification and you'll see how many apps are still to be installed



- **Note:** "Finish setting up your device" is not necessary for setting up your DB smartphone/tablet. Ignore it!
- Wait here for a while until all apps have been installed
- **Note:** if your device does not behave as described or does not 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 yet!

Get your **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 a temporary access pass \(TAP\)](#)

## 5 Activate device – Create a 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](https://db.de/tap)
- your DB username and DB password
- the *Intune* app

### If you have already created an access pass:

- > Go to [Chapter 6: Activate device with the temporary access pass](#)
- > Otherwise, proceed to [Chapter 5.1: Create a Temporary Access Pass \(TAP\)](#)

### For your information:

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

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

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### 5.1 Create a temporary access pass (TAP)

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

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

#### Option 1:

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

#### Option 2:

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

- > [Chapter 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 long enough 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](#)

**Note:** Your Tap is only valid for 60 minutes and can be used on 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 haven't installed the Welcome App:

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

**DB**

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

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

The TAP can be created for:

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

**Register**

Enter your DB user login details

DB User Anmeldenname  
Max Mustermann

DB User Password

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

← →

**DB**

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

Choose for whom the TAP should be created:

For myself

For another DB employee

← →

- Write down the temporary access pass (TAP) on a piece of paper or in a notebook

**Note:** You will need it later when setting up the **company portal app!**

**DB**

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

Select the product you want to set up.

**DB Workplace Mobile**  
I want to set up a smartphone/tablet.

**Basic Workplace Windows**  
I want to set up a notebook / PC.

**DB Workplace Windows**  
I want to set up a notebook / PC.

**DB Workplace Mac**  
I want to set up an Apple Mac/MacBook.

**DB**

**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

**Important!**

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

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

> Continue to [Chapter 6: Activate device with the Temporary Access Pass \(TAP\)](#)

**Important!**

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

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

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

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## 5.2 Create a temporary access pass for a colleague

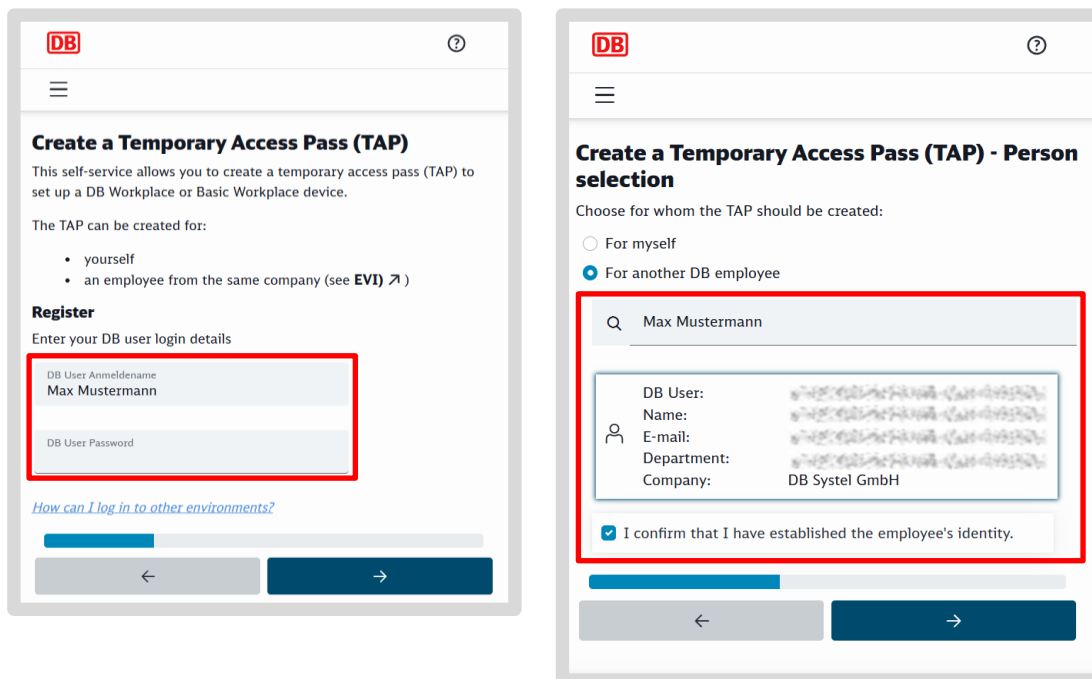
To create a TAP for a colleague, follow these instructions:

### 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 have a DB Workplace Windows or Mac:

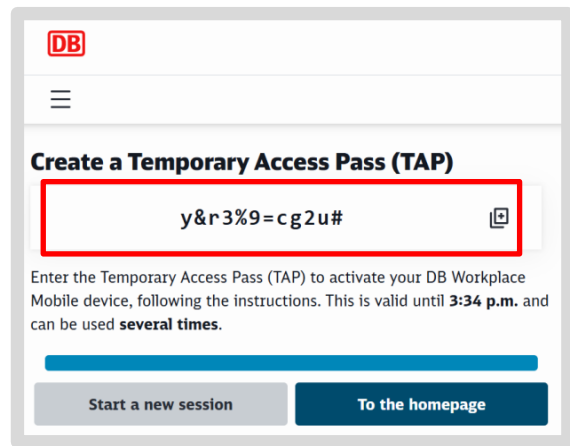
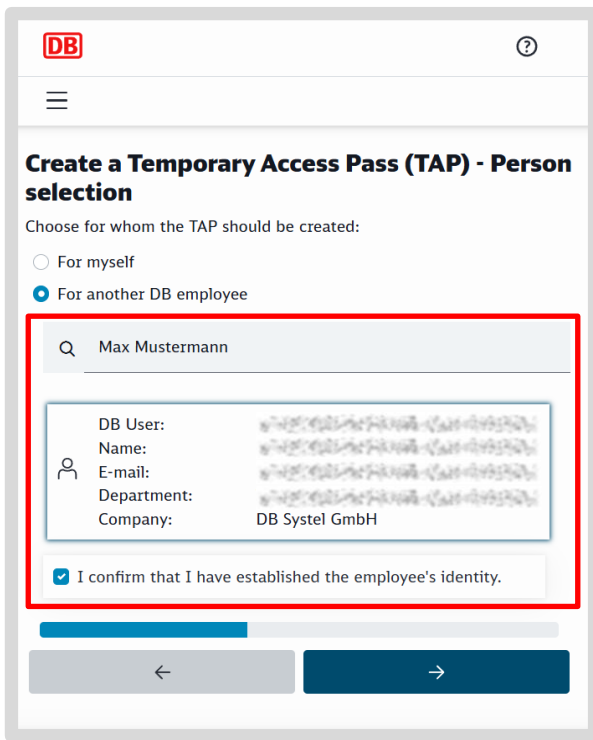
- Open your default browser
- Go to [db.de/tap](https://db.de/tap) and enter your DB username and DB password
- Enter your DB username and DB password
- Select "For another DB employee" and click the blue button



- Select the correct person and confirm their identity
- Hand over control in *Teams* to the colleague(s) (if working remotely via *Teams*)

or

- Let the colleague use the computer
- The DB colleague enters the DB user password
- The access pass will then be displayed; **it is valid for 60 minutes and can be used on multiple smartphones/tablets**
- Take back screen control if you were using *Teams*
- Write down the temporary access pass on a piece of paper or in a notebook



- You'll need it later to set up and activate the device in the Intune app
- Your colleague can now activate their smartphone or tablet in the Intune app

> Continue to [Chapter 6: Activate device with the Temporary Access Pass \(TAP\)](#)

**Important!**


Your smartphone/tablet is not yet connected to the DB network yet!  
Enter the **Temporary Access Pass (TAP)** in the *Intune app*.

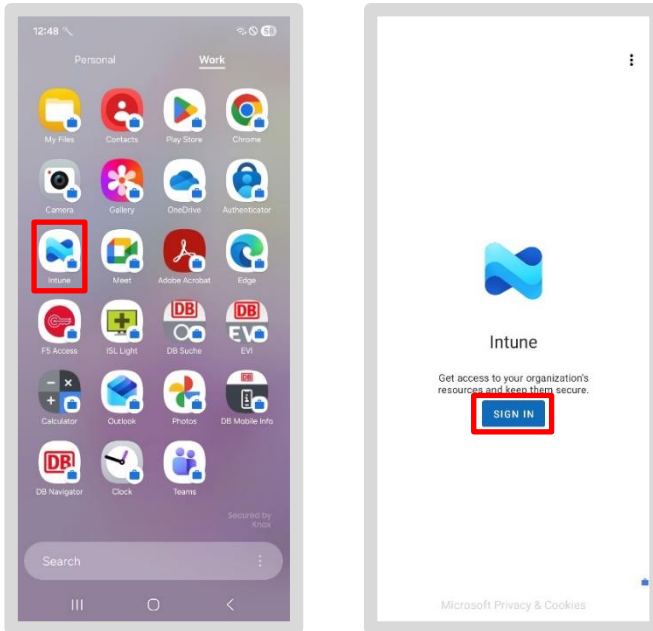
> Go now to [Chapter 6: Activate device with the temporary access pass \(TAP\)](#)

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

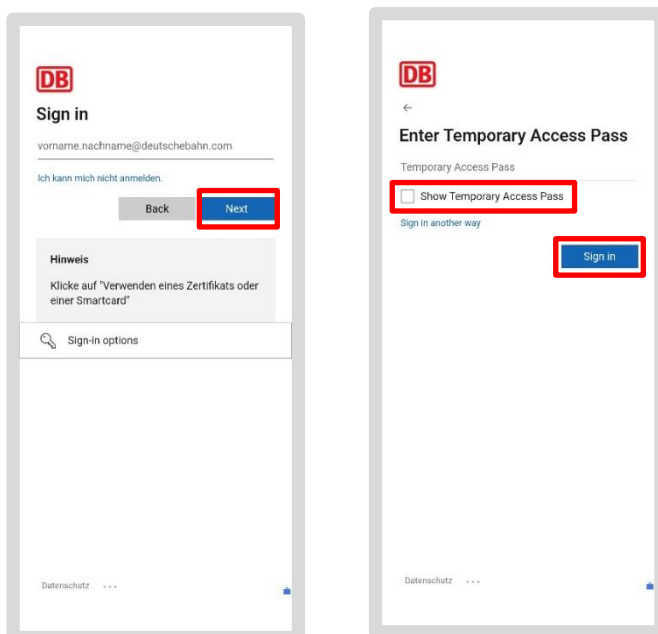
> **Note:** Check that you have created and received a Temporary Access Pass (TAP) as described in Chapter 5: Activate device – Create a Temporary Access Pass (TAP)!

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

- Open the “Intune” app 
- Then tap the “Sign in” button



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



### 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 \(TAP\)](#)
- > Otherwise, proceed 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, for example, Outlook, Teams or the IT ServiceDesk app, you will be asked for the temporary access pass; enter the temporary access pass you have noted down here as well.

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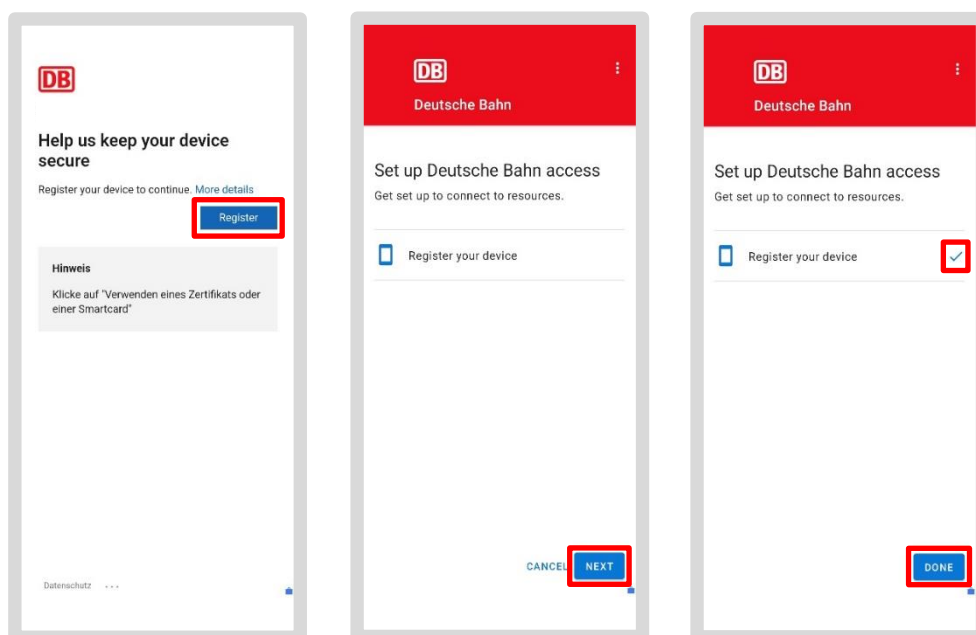
## 6.1 Set up access to all DB apps and websites

Now set up access to the DB network:

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

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

- Open the Intune app again and go through the steps from [Chapter 6 Activate device with the temporary access pass \(TAP\)](#), step by step



### Note:

**After registration, wait between 5 minutes and 1 hour**

until all information and certificates have been transferred to your smartphone/tablet. You can then use your apps such as *Outlook*, *Teams*, etc.

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## 6.2 DB Apps

**Please note:** The provision of certificates can take **between 5 minutes and 24 hours**. Only then can you use your apps, such as Outlook, Teams, etc.

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

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

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

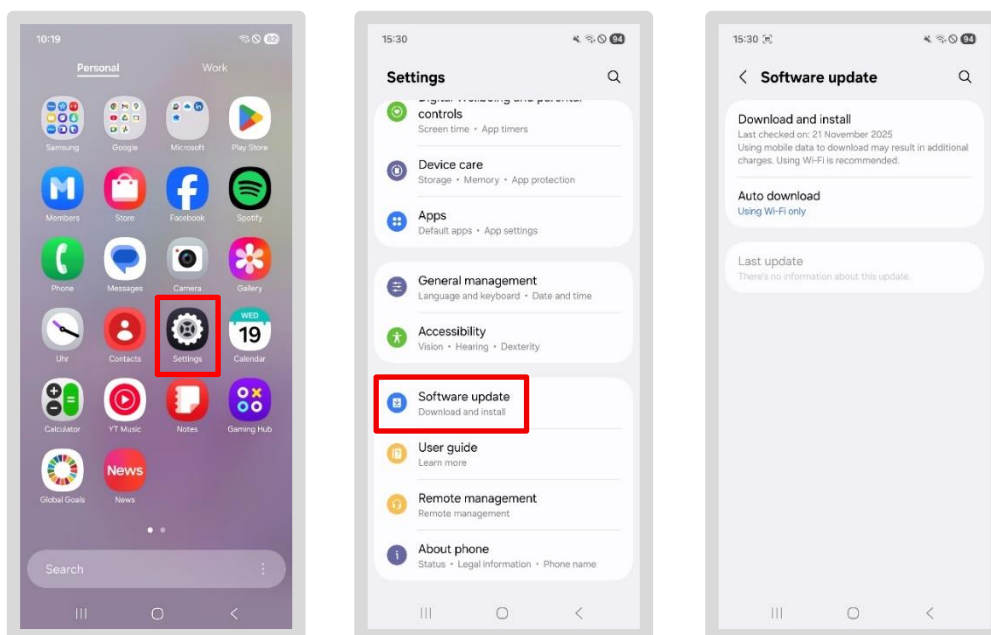
The **Welcome app** is **no longer** on the DB smartphone/tablet; instead, there is the **DB Mobile Info app**, which contains all the information, useful links and data relating to your DB smartphone/tablet.

## 7 Required settings

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

### 7.1 Check for operating system updates

- On your smartphone/tablet, go to the ‘*Personal*’ section
- Tap the “*Settings*” app
- Tap on “*System Update*”
- It will show whether an update is available. Install any pending updates by tapping ‘*Install update*’

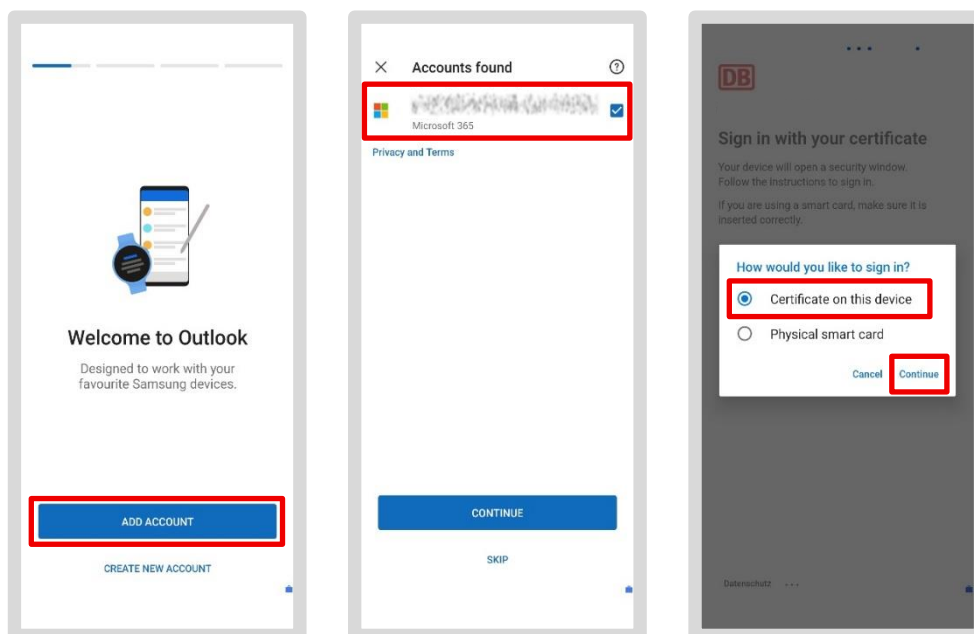


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## 7.2 Outlook

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

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



### When logging in, you may be asked for a TAP:

- If your temporary access pass is still valid, enter it here or create a new one as described in [section 5.1 Creating a temporary access pass \(TAP\)](#)
- Alternatively: select “Choose another login option” and then “Certificate on this device”
- Tap “Select” when prompted for the certificate

### If you wish to send data requiring special protection (e.g. personal data) by email, you must also encrypt the content of the email

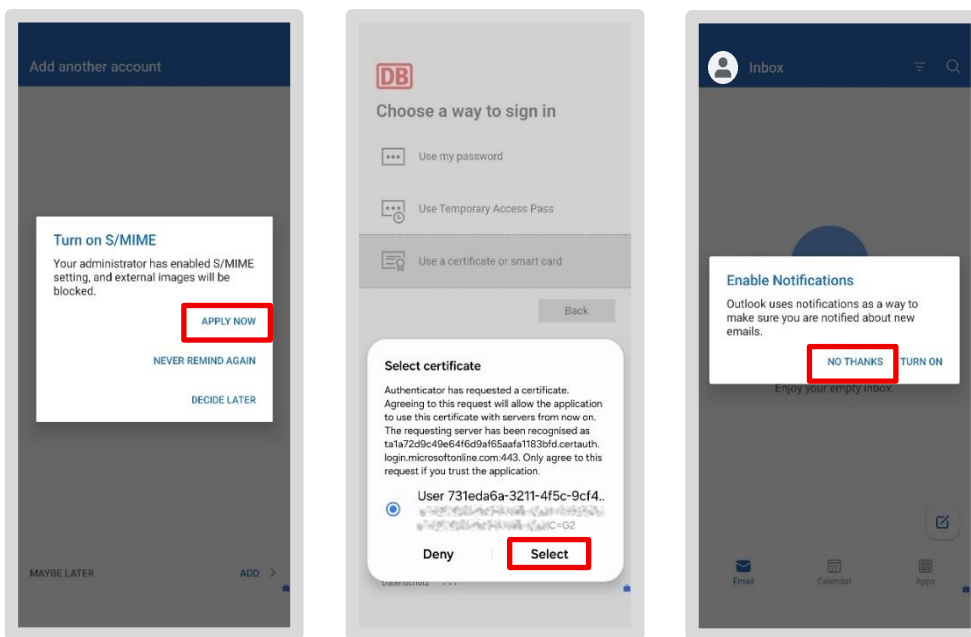
- DB provides S/MIME encryption for this purpose
- Tap “Apply now” when asked if you wish to activate S/MIME

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

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

Your email account is now being set up:

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



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

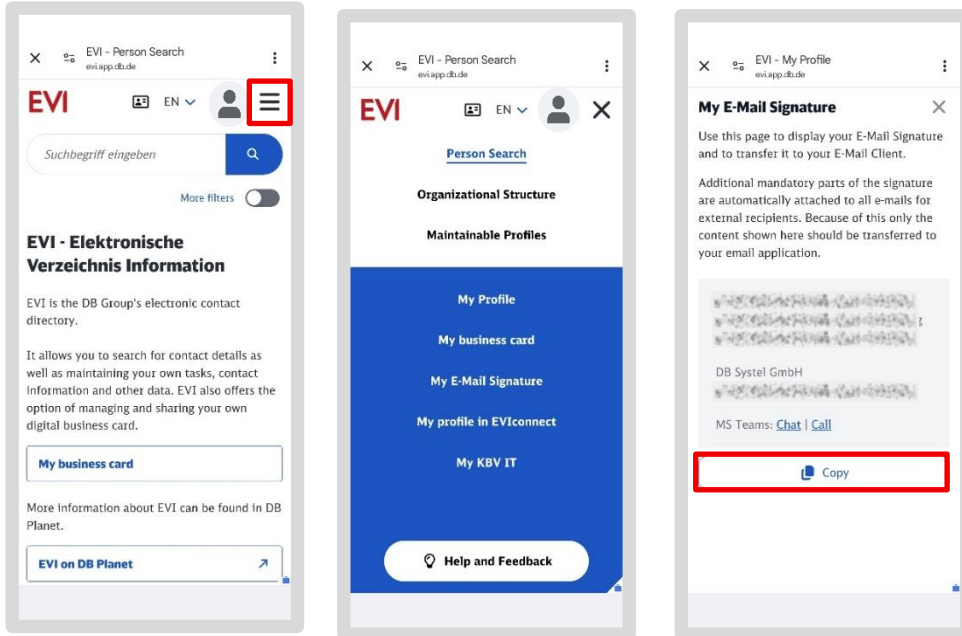
**Android 16:** On smartphones/tablets running Android 16, the step to activate S/MIME may be skipped. In this case, you must complete the Outlook setup and restart the app! The prompt to activate will then appear.

### 7.2.1 Set up an email signature


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

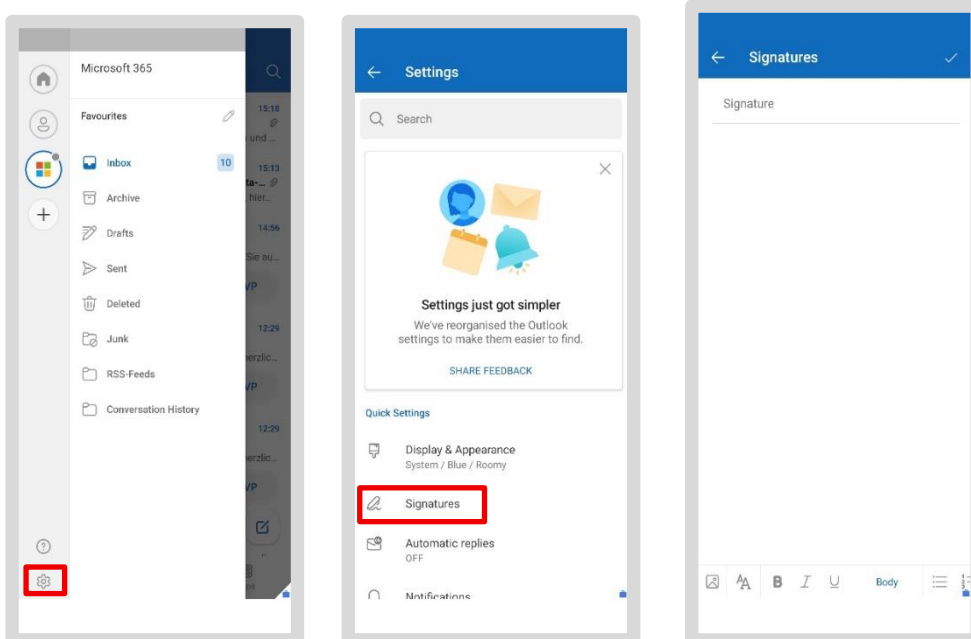
## Here's how to get your email signature from EVI:

- Open the *EVI* app
- Tap the three lines in the top right-hand corner next to your profile picture
- Then tap on “*My email signature*”
- Your personal signature is displayed in the grey box. Copy it by tapping on “*Copy*”



## Paste the signature into Outlook:

- Open the *Outlook* app and tap your profile picture in the top left
- Tap the cog icon in the bottom left 
- Now tap on “*Signature*”



- A field for the signature will open. If there is already an entry there, delete it by tapping “✕”
- Now long-press the field until the “Paste” option appears and tap it
- Your copied signature from EVI will be inserted

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

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

## 7.2.2 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 smartphone or tablet you use – whether an iPhone, iPad, BKU computer or Basic Workplace computer – you’ll always be up to date.

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## 7.3 MS Defender app – must be opened

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 cyber-attacks and scans existing apps for malicious software. To activate the protection, open the app once.

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

### 7.3.1 Setting up the MS Defender app

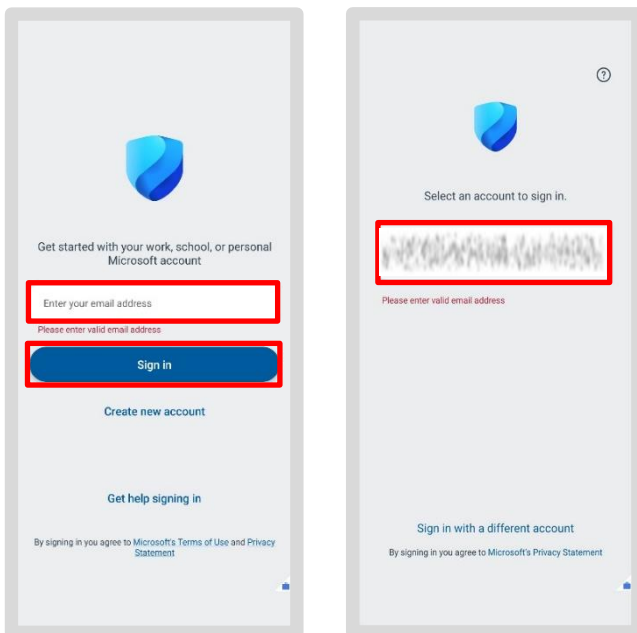
To set up the MS Defender app on your smartphone/tablet, you must follow these steps:

- Go to Work/Business section and open the “DB Google Play Store”
- Search for the app “Microsoft Defender: Antivirus” and tap “Install”

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

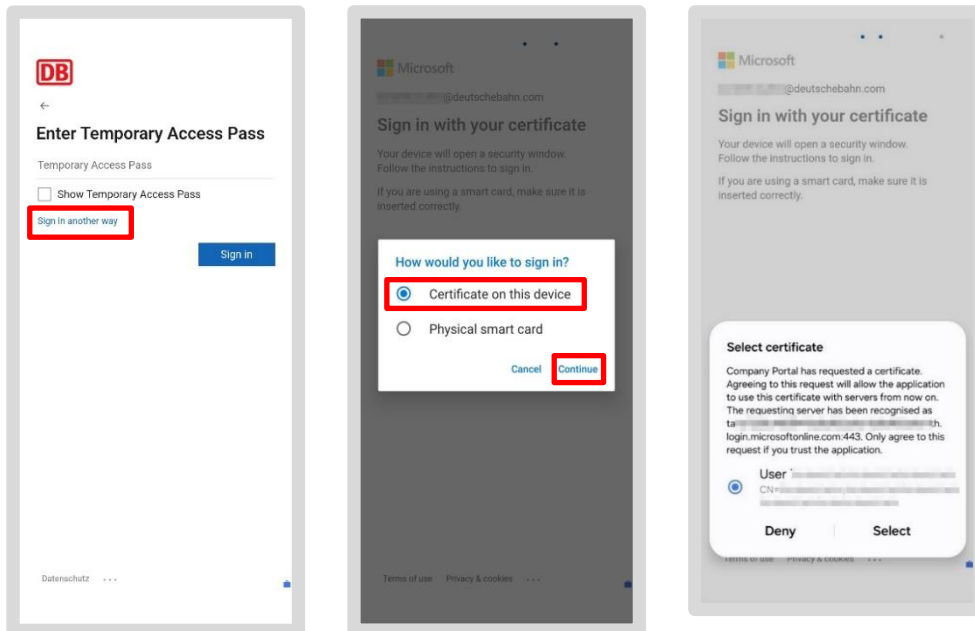


- You will be asked for your work email address
- Tap the “Sign in” button or the app will automatically take you to the next screen, where your email address will be displayed
- Tap your work email address



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

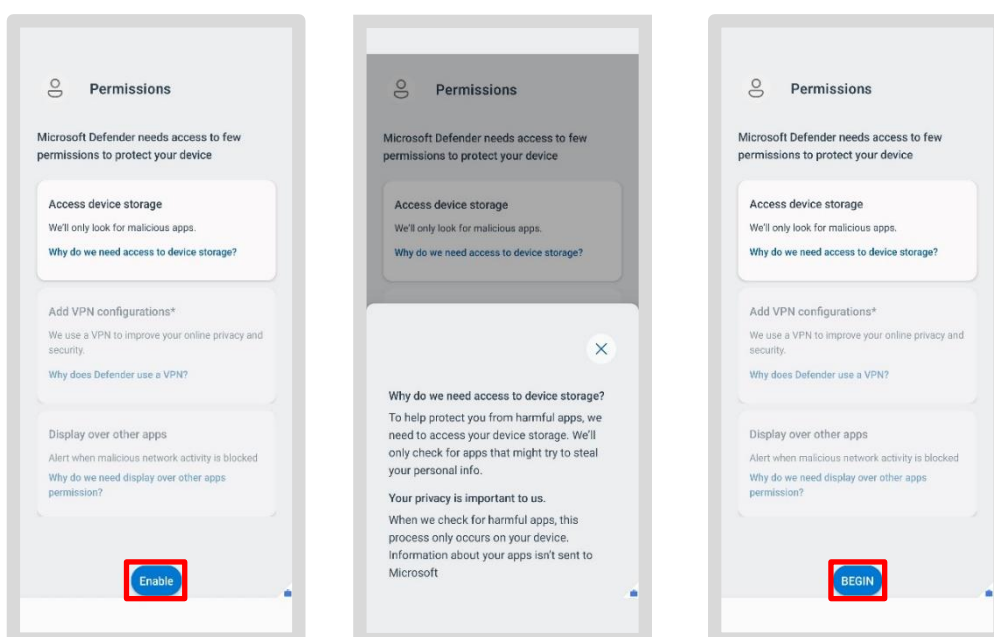
- Tap ‘Sign in with another method’
- When prompted, tap “Certificate on this device” and then tap “Next”
- Select the certificate



### 7.3.2 Grant permissions

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

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

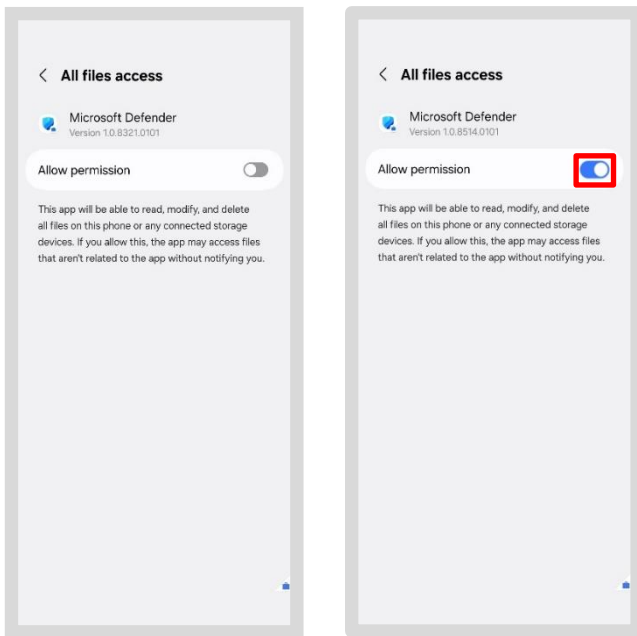


## Background information on permissions:

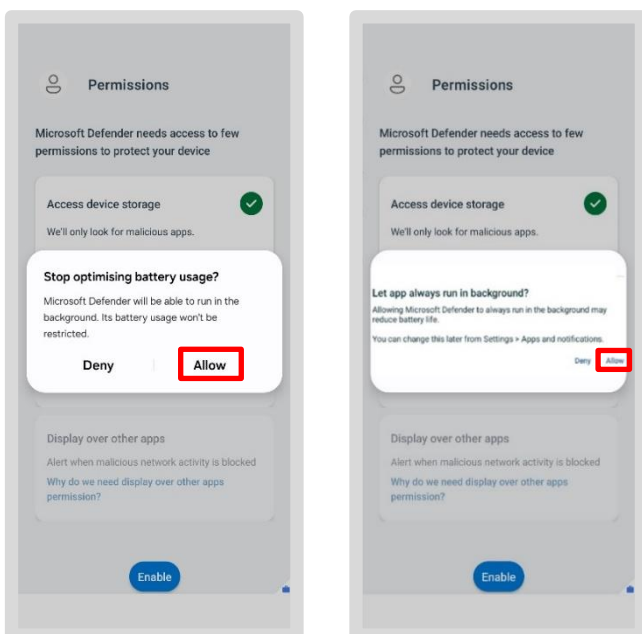
These permissions are required to ensure the app works properly and to guarantee security on your device.

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

- Now slide the slider to the right to grant the permission
- Tap “Allow” when prompted



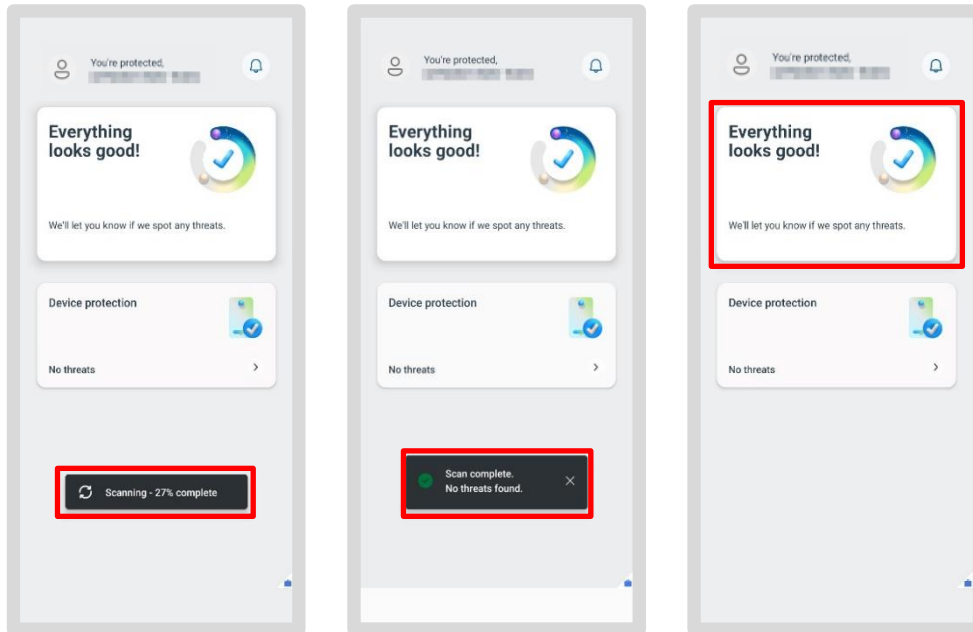
- Tap “Allow” for all subsequent prompts



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

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

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



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

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## 7.4 DB M 365

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

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

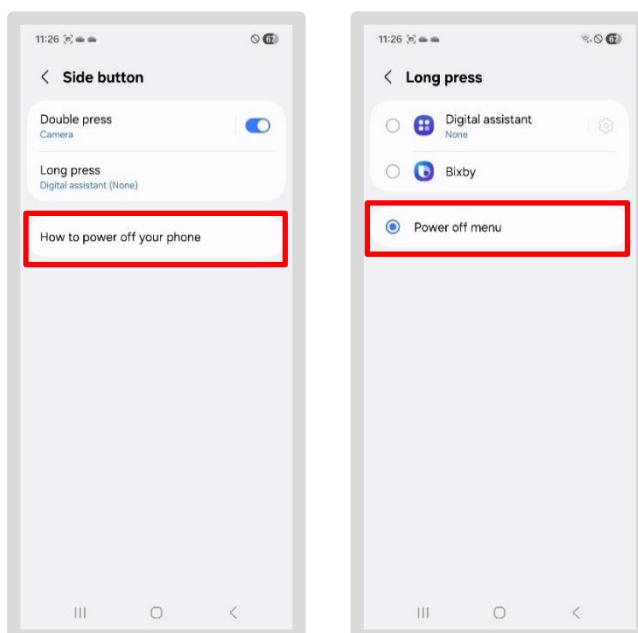
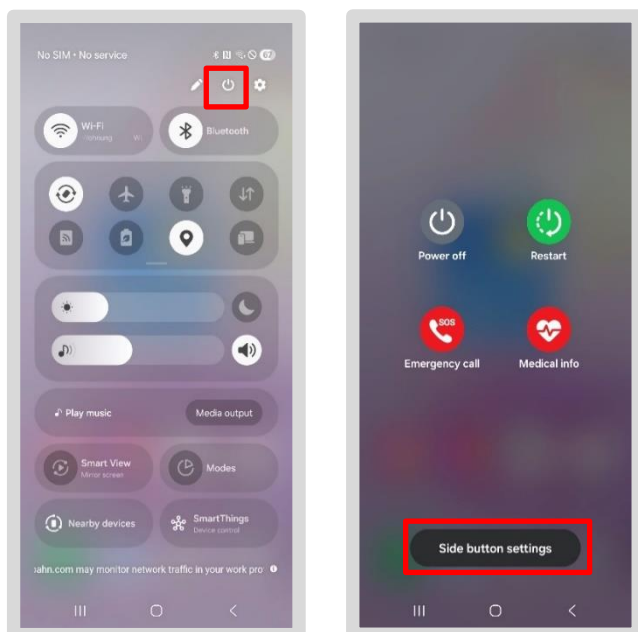


- Then tap on "Install"
- When you open a file, the app will open automatically

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

## 7.5 Disable the Bixby button

- By default, the power button launches the Bixby voice assistant. For security reasons, this must be disabled:
- Swipe down once from the top of the screen. The Control Centre will open
- Tap the power icon in the top right-hand corner next to the settings icon
- Select ‘Shortcut Key Settings’
- Change the function under “Long press” to “Power off menu”

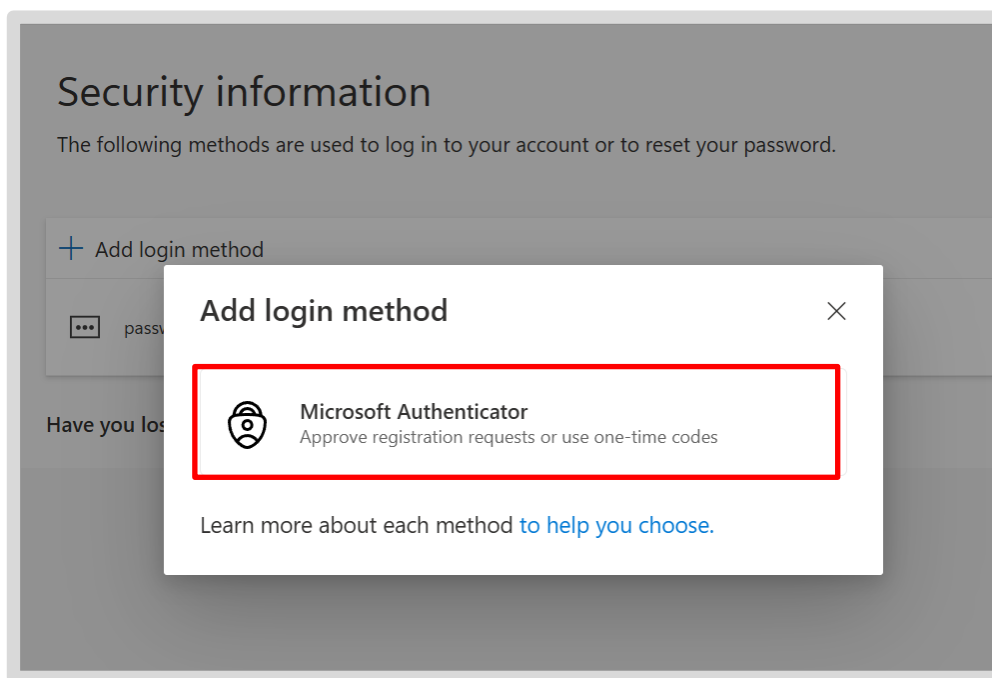


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## 7.6 Reactivate the Microsoft Authenticator app

If you have been using the Authenticator app, please follow these steps:

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



- Switch to your smartphone/tablet and open the Microsoft Authenticator app
- Open this page for [step-by-step instructions](#), tap the “MFA setup guide” button and follow the steps provided
- You can then use the Microsoft Authenticator app for authentication on your smartphone/tablet
- If you have used the **Authenticator app for websites or tools**, re-enable 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](https://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 to OneDrive and import them back in the setup guide under ‘[Back up contacts to OneDrive](#)’
- > You can find a detailed setup guide at [db.de/mobile-setup](https://db.de/mobile-setup)