



Operating system version: Android 15 or later

# Initial setup for Samsung/Nokia/HMD

## DB Workplace Mobile

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DB System GmbH | 15 May 2026

# Table of contents

<b>1 Important app: DB Mobile Info app</b>	<b>5</b>
<b>2 Unpack your smartphone/tablet</b>	<b>6</b>
2.1 Two ways to receive your smartphone/tablet	6
2.2 Have you ordered your new smartphone/tablet yourself and received it?	6
2.3 Checking the contents of the delivery	6
2.4 Quick guide to setting up your smartphone/tablet	6
<b>3 Prerequisite: DB user</b>	<b>7</b>
3.1 Long-standing member of the group and already have a DB user	7
3.2 New to the Group, required account: DB User	7
<b>4 Initial setup for Samsung/HMD</b>	<b>8</b>
4.1 Inserting the SIM card	8
4.2 SIM PIN	8
4.3 Set up a screen lock	8
4.4 Set up Wi-Fi	9
4.5 Setting up Wi-Fi in DB buildings	10
4.6 Activate device – Create a temporary access pass (TAP)	11
4.6.1 Create a temporary access pass (TAP)	11
4.6.2 Create a temporary access pass for a colleague	14
4.7 Activate device with the temporary access pass (TAP)	16
4.8 Set up access to all DB apps and websites	17
4.9 DB Apps	18
4.10 Change screen lock	18
4.11 Take-Off: “Log in on your smartphone/tablet”	19
4.12 Notes on daily power-up	20
<b>5 Work and personal content</b>	<b>21</b>
5.1 Distinguishing between work and personal use	21
5.2 Download DB apps	22
5.3 Managing items on the home screen	22
5.4 Take-Off: Separating personal and work use + grouping apps	22
<b>6 Further settings</b>	<b>23</b>
6.1 Android operating system Install updates	23
6.2 Quick Access/Control Centre	23



6.3 Connect to the internet	25
6.3.1 DB Wi-Fi	25
6.3.2 Public Wi-Fi	25
6.3.3 Via mobile data – your data allowance	25
6.3.4 Your Vodafone contract – Elfe (Electronic Telecommunications Bill)	25
6.3.5 Disable data warning	25
6.3.6 Offline mode (Airplane mode)	28
6.4 F5 Access – Establish a VPN connection	28
6.4.1 Set up the VPN connection	28
6.5 Take-Off: Certificates & VPN connection	30
6.6 Improve battery life	30
6.7 Disable Advertising ID	31
<b>7 The most important apps to get you started</b>	<b>32</b>
7.1 Download new DB apps	32
7.2 The DB Mobile Info app	32
7.2.1 Push notifications	33
7.2.2 Scanning QR codes	33
7.3 Outlook	34
7.3.1 Set up Outlook / Create an email account / Set up email encryption	34
7.3.2 Set up an email signature	36
7.3.3 Email synchronisation – All emails always up to date	38
7.3.4 Creating new contacts in Outlook	38
7.3.5 Synchronising contacts in Outlook	38
7.4 MS Defender app – must be opened	39
7.4.1 Setting up the MS Defender app	39
7.4.2 Grant permissions	41
7.5 DB M 365	43
7.6 Microsoft Authenticator app	44
7.7 Takeaway: DB Apps	45
<b>8 Backing up data</b>	<b>46</b>
8.1 Backing up work data to OneDrive	46
8.2 Setting up OneDrive	46
8.2.1 Android 15	47
8.2.2 Android 16	48

8.3 Backing up photos	49
8.4 Backing up PDF files	51
8.4.1 Save PDF files directly to OneDrive	52
8.5 Back up contacts to OneDrive	53
8.6 Import contacts from OneDrive	54
8.7 Back up contacts via Outlook	56
8.8 Backing up passwords	56
8.9 Backing up personal data	56
8.10 Take-Off: Where are your photos, files and documents?	57
<b>9 Data protection and terms of use</b>	<b>59</b>
9.1 Take-Off: Safety aspects	61
<b>10 Forgotten your password, returning your device</b>	<b>62</b>
10.1 Forgotten or changing your DB user password	62
10.2 Help via the IT ServiceDesk app	64
10.3 Lost your smartphone or tablet?	65
10.4 Faulty smartphone/tablet	66
10.5 Returning a smartphone/tablet?	66

## 1 Important app: DB Mobile Info app

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



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

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

- Guides on setting up and restoring your smartphone/tablet
- Useful links for working in the DB world
- You'll receive notifications here if there's anything important regarding your device

So have a look and stay up to date!

**Note:** If your smartphone/tablet hasn't been set up yet, the DB Mobile Info app is already installed on your device!

## 2 Unpack your smartphone/tablet

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

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

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

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

First, check that your name is on the parcel and that you have received the correct one. Compare it with your order. If the details do not match, ask your cost centre or mobile phone administrator.

- > Then proceed to [Section 2.3: Checking the contents of the delivery](#)

### 2.3 Checking the contents of the delivery

If you have received your smartphone/tablet from your cost centre or mobile phone administrator, or via an order placed through the Digitalshop, start with these steps:

Is everything there?

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

If ordered:

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

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

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

If you don't want to go through the long setup instructions, use the leaflet:



- > You can also find the leaflet online at: [Quick guides](#)
- > All information about setup: [db.de/mobile-setup](https://db.de/mobile-setup)
- > All information regarding resetting or restoring your smartphone/tablet: [db.de/mobile-restore](https://db.de/mobile-restore)

## 3 Prerequisite: DB user

If you don't know what a DB user is or you're not sure whether you have a DB user, please continue reading this chapter.

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### 3.1 Long-standing member of the group and already have a DB user

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

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

Are you new to the DB Group? If so, you will need a *DB User* to set up your smartphone/tablet. The *DB User* gives you access to many Group applications.

#### What is the DB User?

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

To use it, you must first have been issued with a *DB User account* (created by your HR department).

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

The *DB User* is activated once, **together with a sponsor**. During this process, you set your *DB User password*. You can find out 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 own *DB User login name*.

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

- > If you have forgotten your password, you can change it via [the Password Self-Service](#)
- > Or follow the instructions in [Chapter 10.1 Forgotten or changing your DB user password](#)

## 4 Initial setup for Samsung/HMD

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### 4.1 Inserting the SIM card

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

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



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### 4.2 SIM PIN

Connect your smartphone/tablet to the mains 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

#### Here's how to get the PIN:

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

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### 4.3 Set up a screen lock

- Next, unlock the device:
- Swipe your finger across the screen once
- You will now be asked for a "password"
- Now enter the following password: **DB-Device2019**
- Tap "OK"
- You can change the screen lock now or later

> To do this, go to [section 4.11 Change screen lock](#)

## 4.4 Set up Wi-Fi

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

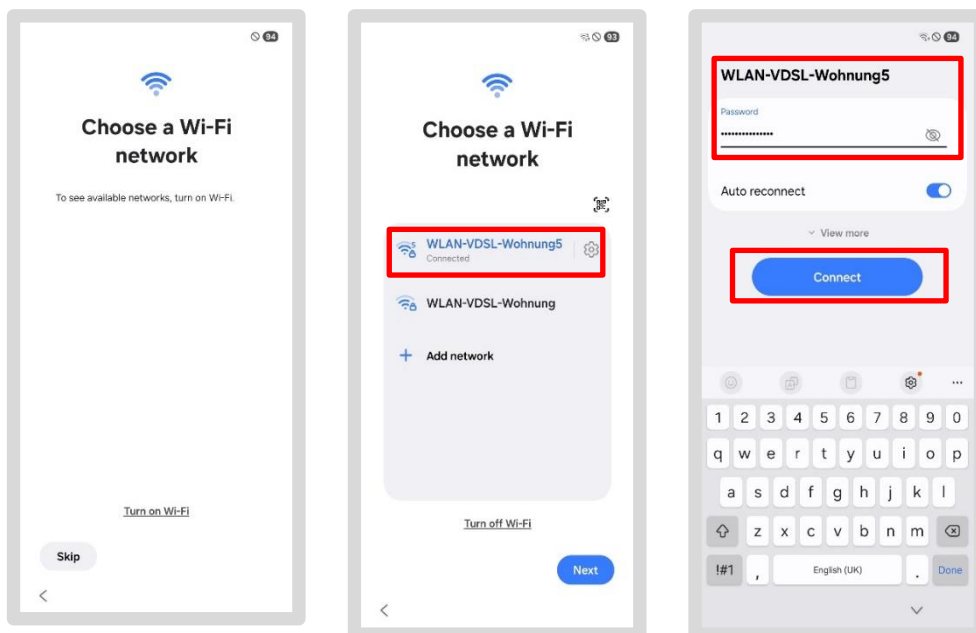
- Use your mobile data, provided you have a SIM card in your smartphone/tablet (this may incur charges!)
- Set up a hotspot using your personal smartphone/tablet
- 

Or

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

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

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



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

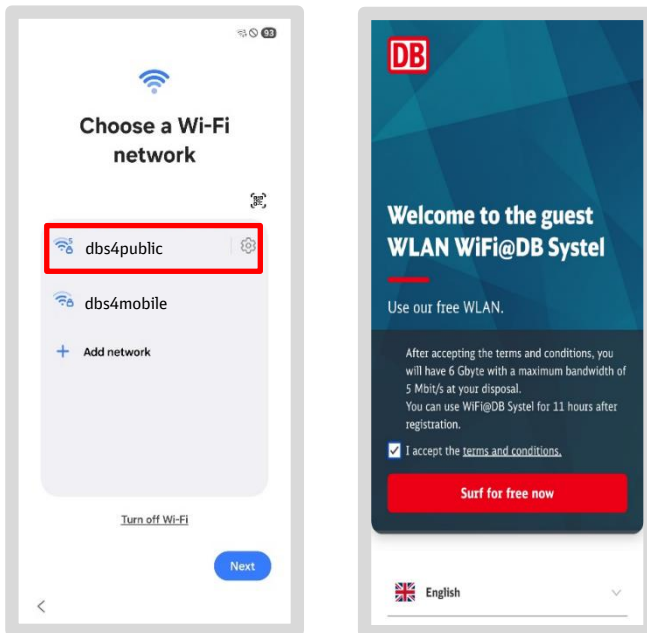
> Go to [Section 4.6 Activate device: create a temporary access pass \(TAP\)](#)

## 4.5 Setting up Wi-Fi in DB buildings

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

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

- Tap on the “dbs4public” Wi-Fi network (a dialogue box will open; accept the terms and conditions)
- Tap on “Surf for free now”
- Then tap “Close” or wait until the window closes



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

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

## 4.6 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

### For your information:

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.

- > If you **have forgotten** your **DB User password**, you can reset it at [db.de/passwort](https://db.de/passwort). Alternatively, open the DB Mobile Info app on your old DB smartphone/tablet, select the ‘Service’ tab and tap on the ‘Reset DB User Password’ line
- > **To change** your **password**, go to [Chapter 10.1 Forgotten or change DB User password](#)
- > You can find out **how to obtain your DB User** in [Chapter 3 Prerequisite: DB User](#)
- > You can find your **DB User name** in DeBI at: [db.de/debi](https://db.de/debi)
- > **Note:** You can find a video tutorial at [db.de/mobile-videoanleitung](https://db.de/mobile-videoanleitung)

### 4.6.1 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 DB Workplace Windows or Mac device that is logged into the DB network. In this case, stay in this 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 DB Workplace Windows or Mac. Go to:

- > [Section 4.6.2 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 4.7 Activate device with the temporary access pass \(TAP\)](#)

**Note:** Your TAP is only valid for 60 minutes and can be used on multiple smartphones/tablets!

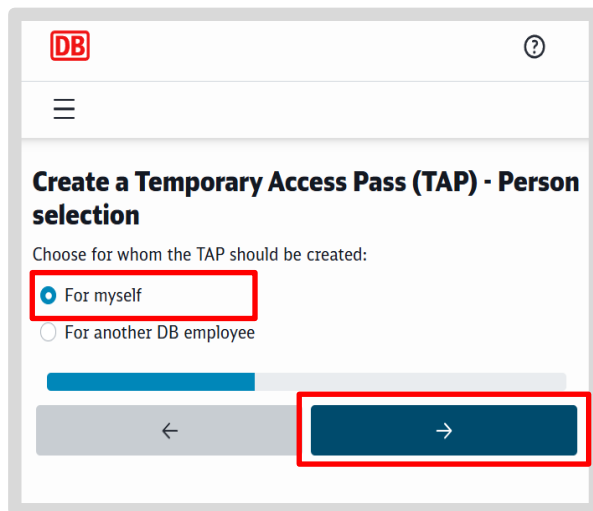
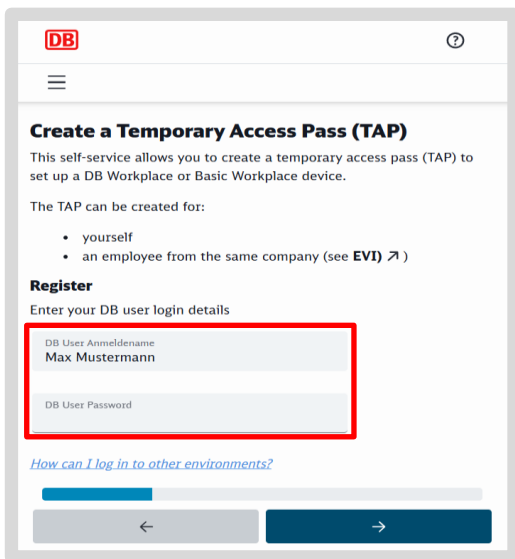
**Important!** You **cannot** create a temporary access pass (TAP) when setting up the new smartphone/tablet. Therefore, leave your old smartphone/tablet switched on and do not reset it yet. You can also carry out the next steps on your smartphone/tablet.

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

- open the DB Mobile Info app and tap on “Service”
- Then click on “Temporary Access Pass (TAP)” to create it

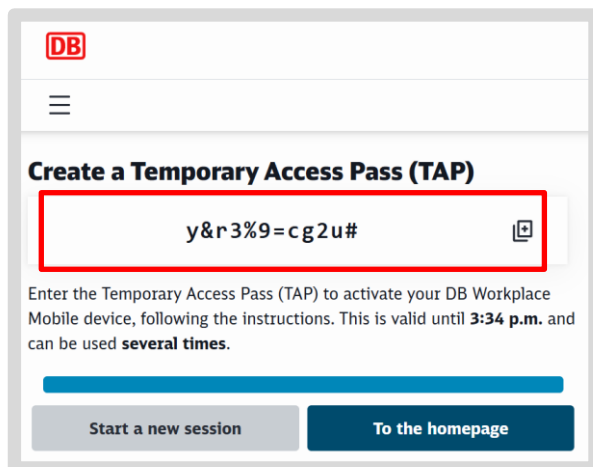
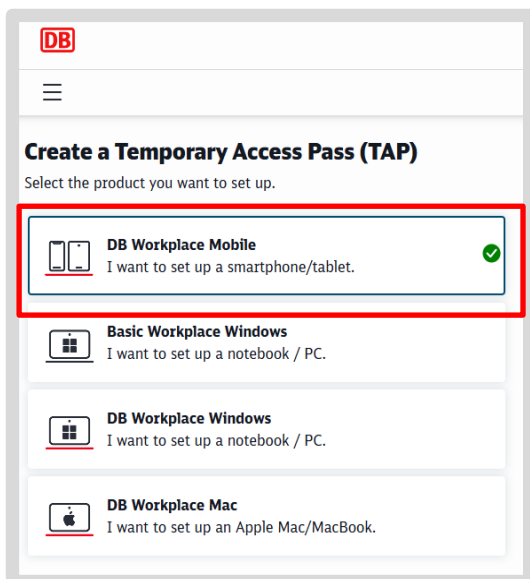
**If you have a DB Workplace Windows or Mac:**

- Open your default browser
- Go to [db.de/tap](http://db.de/tap) and enter your DB username and DB password
- Select “For myself” and tap the blue button
- Now select “DB Workplace Mobile”
- You will then be shown the temporary access pass (TAP)
- This is now valid for 60 minutes and can be used on multiple smartphones/tablets



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

**Note:** You’ll need it later when setting up the **Intune app!**



**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'll need it later when setting up and activating in the *Intune app*
- You can now activate your smartphone/tablet in the *Intune app*

> Go straight to [Chapter 4.7: Activate device with the temporary access pass](#)

**Important!**

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

To do this, follow the step-by-step instructions in  
> [Chapter 4.7: Activate device with the temporary access pass](#)

## 4.6.2 Create a temporary access pass for a colleague

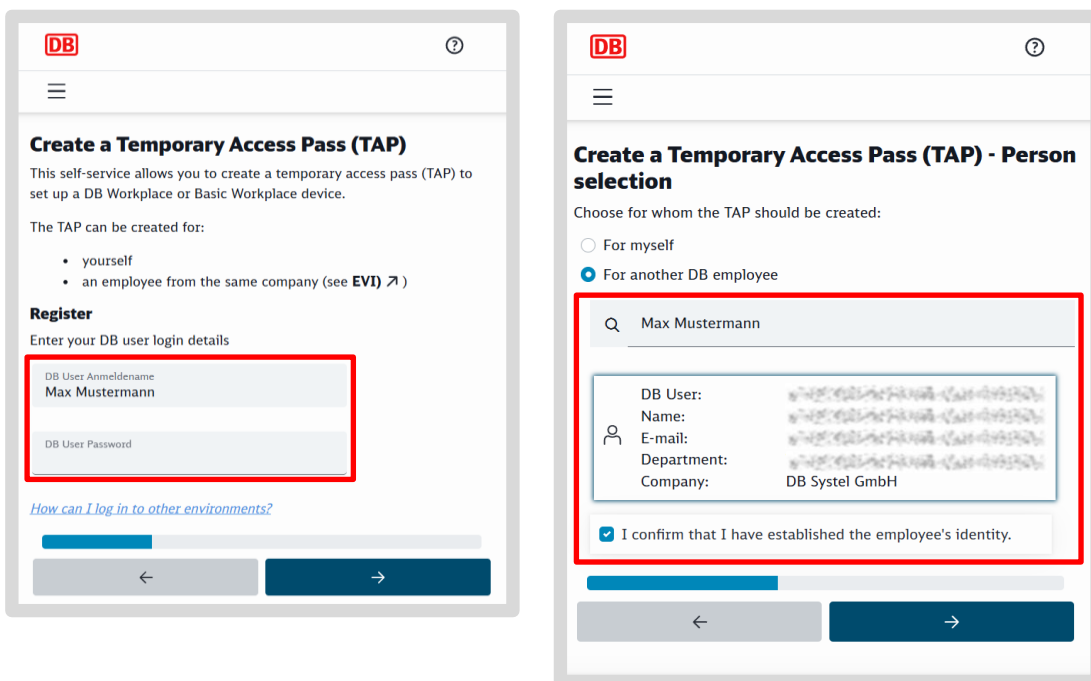
To create a TAP for a colleague, follow these instructions:

### 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:

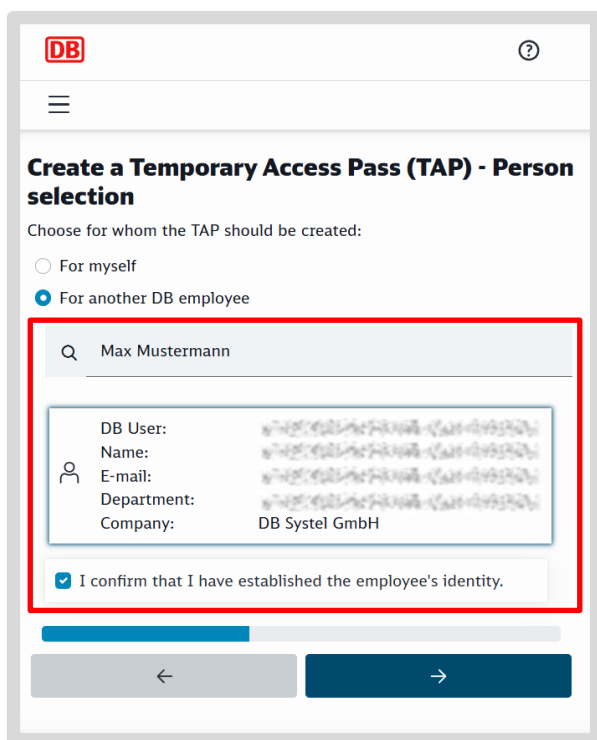
- Open your default browser
- Go to [db.de/tap](https://db.de/tap) and enter your DB username and DB password
- Enter your DB username and DB password
- Select "For another DB employee" and click the blue button



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

or

- Let your 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
- Write down the temporary access pass on a piece of paper or in a notebook



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

Choose for whom the TAP should be created:

For myself

For another DB employee

Max Mustermann

DB User: [blurred]

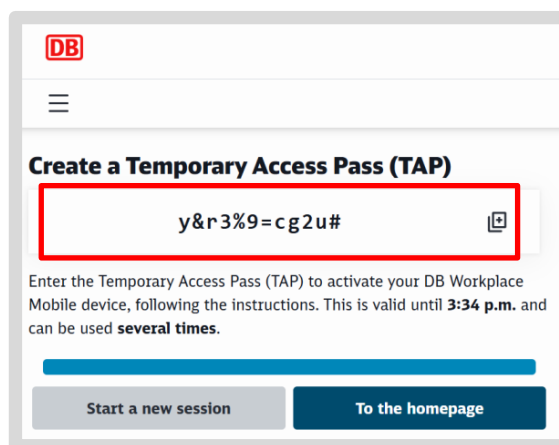
Name: [blurred]

E-mail: [blurred]

Department: [blurred]

Company: DB Systel GmbH

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



**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*
- Your colleague can now activate their smartphone/tablet in the *Intune app*

> Go straight to [Chapter 4.7: Activate device with the temporary access pass](#)

**Important!**

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

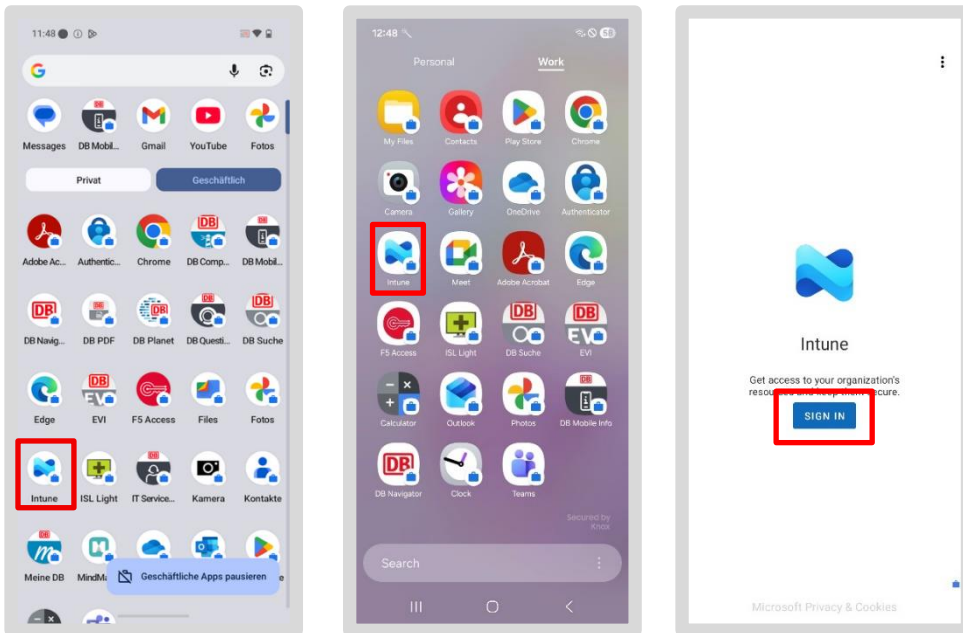
To do this, follow the step-by-step instructions in  
> [Chapter 4.7: Activate device with the temporary access pass](#)

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

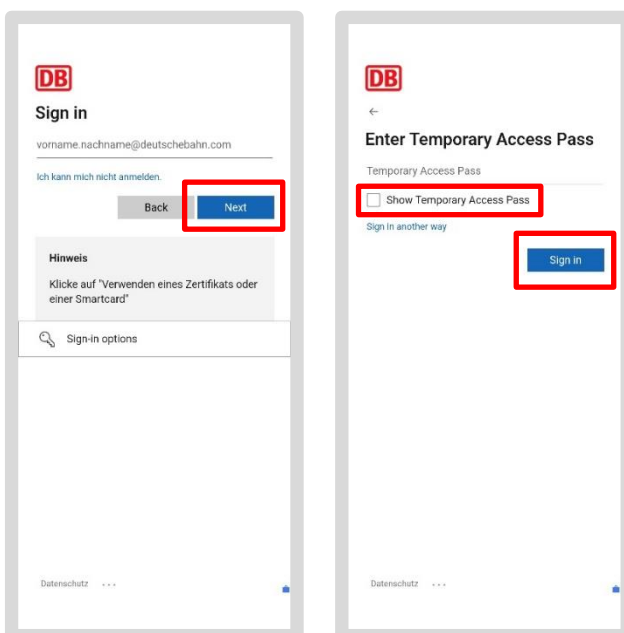
> **Note:** Check that you have received a temporary access pass (TAP) as described in Chapter 4.6 Activate device – Create a temporary access pass (TAP)!

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

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



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



If you receive an error message:

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

> Otherwise, go to [Chapter 4.9 Set up access to all DB apps and websites](#)

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

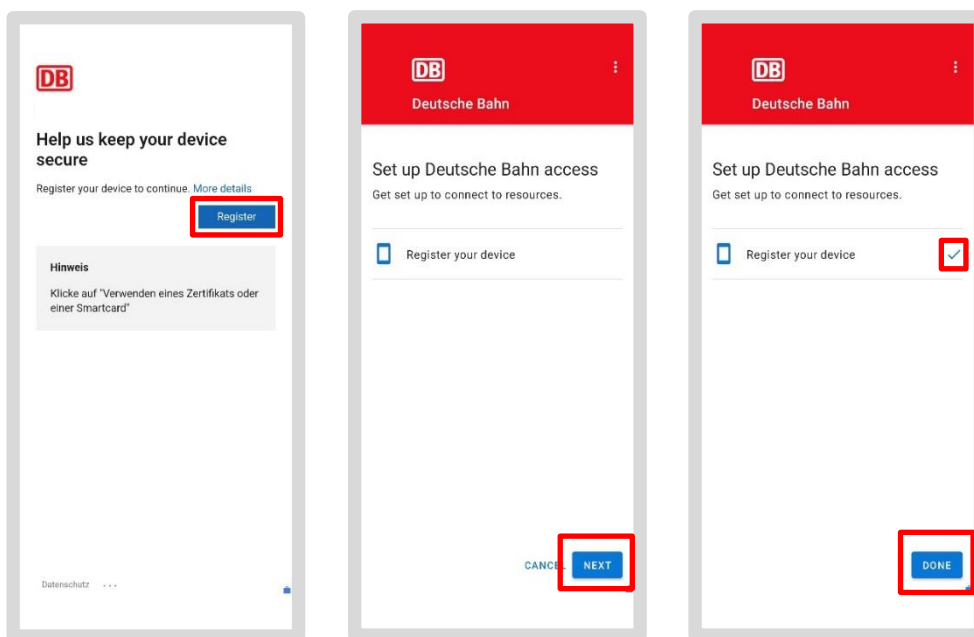
## 4.8 Set up access to all DB apps and websites

Access to the DB network is now being set up:

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

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

- Open the *Intune app* again and go through the steps from [Chapter 4.6 Activate device – Create a temporary access pass \(TAP\)](#) step by step



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

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

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## 4.9 DB Apps

**Please note:** It may take **between 5 minutes and 24 hours** for the certificates to be issued. You will only be able to use your apps, such as Outlook, Teams, etc., once this process is complete.

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

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

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

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## 4.10 Change screen lock

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

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

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

### Proceed as follows:

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

### For tablets:

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

### Then continue:

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

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

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

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

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

#### SIM card & SIM card PIN

- You need the SIM card to make calls with your smartphone/tablet. You’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. If you have forgotten it, please see [here](#)

#### Password for the screen lock

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

#### DB User login name & DB User password

- You will need your DB User login name and DB User password to log in too many DB apps and websites
- The DB User 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 at <https://self.service.deutschebahn.com/my.policy>

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

- DB user email & temporary access pass (TAP) for activation
- You can obtain your temporary access pass (which is valid for a limited time) via the IT ServiceDesk app

- Use this to log in to the *Intune app* and activate your smartphone/tablet

### **In summary:**

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

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

Along with the smartphone/tablet, you will receive a printed leaflet. This will help you with the initial setup!

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

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


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

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

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

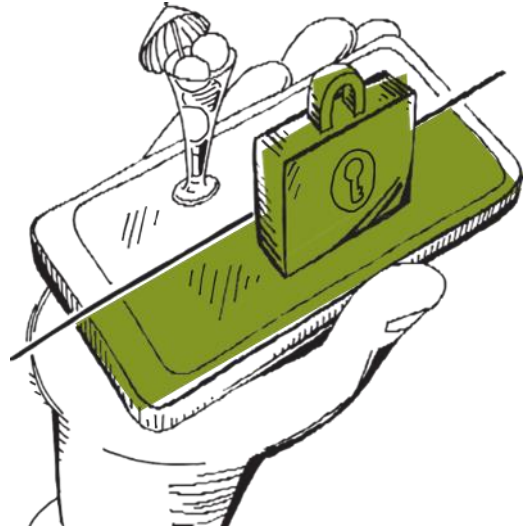
## 5 Work and personal content

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

- On Samsung/HMD devices, 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.

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!



### 5.1 Distinguishing between work and personal use

**Work use** is when you

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

**Personal use** includes, for example:

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

**Please note:** It is not always possible to clearly distinguish between work and personal use. Therefore, always consider carefully what you are using your smartphone/tablet for.

**Here’s how to switch to the ‘Work/Business’ section:**

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

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

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## 5.2 Download DB apps

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

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

---

## 5.3 Managing items on the home screen

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

### Create a folder

- Tap an app or shortcut
- Hold it down until the app starts to wobble
- Drag the app or shortcut onto another → Release it → a folder has been created
- If you want to add more apps to the folder, drag them onto it

### Rename folder (group)

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

### Move apps/folders

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

- Tap and hold the app
- Then drag the app to where you want it and let go
- > You can find more useful tips for apps on the [Samsung Support page](#)

---

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

Your work smartphone/tablet is what is known as an enterprise device. You can find apps for your work on Samsung/HMD in the ‘Work/Business’ section.

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

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

## 6 Further settings

In the next step, we'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.

### 6.1 Android operating system Install updates

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

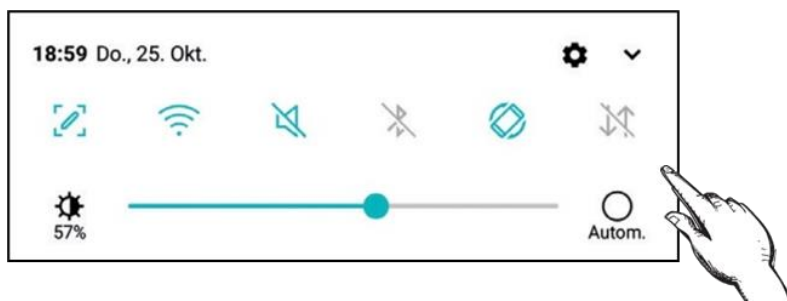
Your Samsung/HMD runs on the Android operating system. You can see which operating system version your smartphone/tablet has here:

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

### 6.2 Quick Access/Control Centre

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

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



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



WLAN



Mobile Daten



Ton

### Adjusting the screen brightness:

- Tap the bar in Quick Access and slide the 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. The torch app is also hidden here



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

## 6.3 Connect to the internet

### 6.3.1 DB Wi-Fi

- Connect to the DB Wi-Fi “*dbs4public*” at DB locations *as described in [section 4.5 Setting up Wi-Fi in DB buildings](#)*
- To use the DB Wi-Fi, order the “*DB Secure Network Access Mobile Device*” service via the [Digital Shop](#)

### 6.3.2 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



### 6.3.3 Via 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



### 6.3.4 Your Vodafone contract – Elfe (Electronic Telecommunications Bill)

Once a month, you will receive a statement for your smartphone/tablet’s Vodafone contract. You will receive it by email from the sender ELFE@deutschebahn.com.

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



### 6.3.5 Disable data warning

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

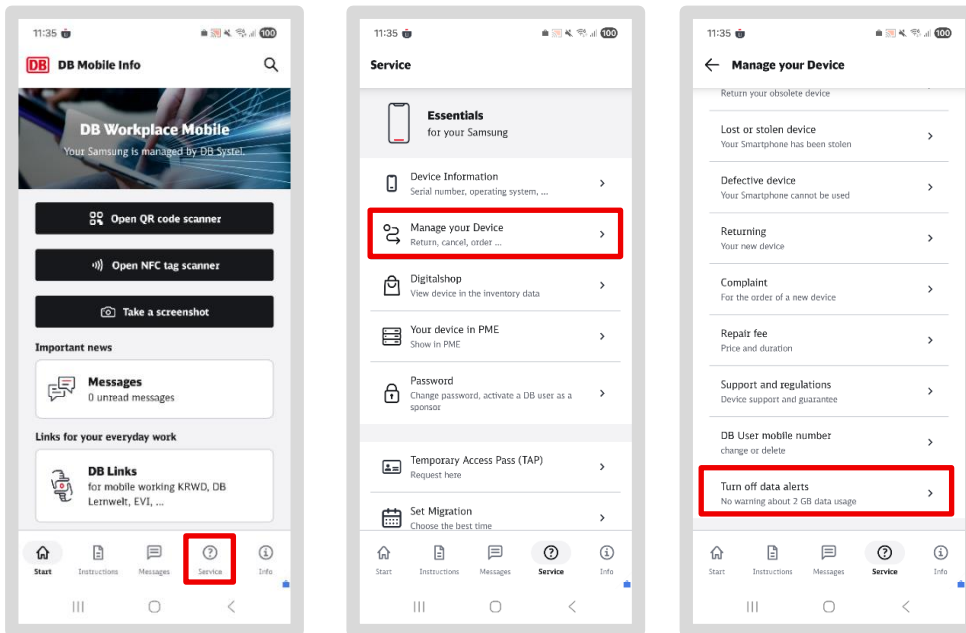
At the same time, all Vodafone users on the DB network have 6 GB of base data and the automatic 2 GB add-on package (= 8 GB total data). So, if you don’t want to be warned after using just 2 GB of data, you can deactivate the data warning in a few simple steps. Or increase the default threshold.

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

**How to deactivate the data warning:**

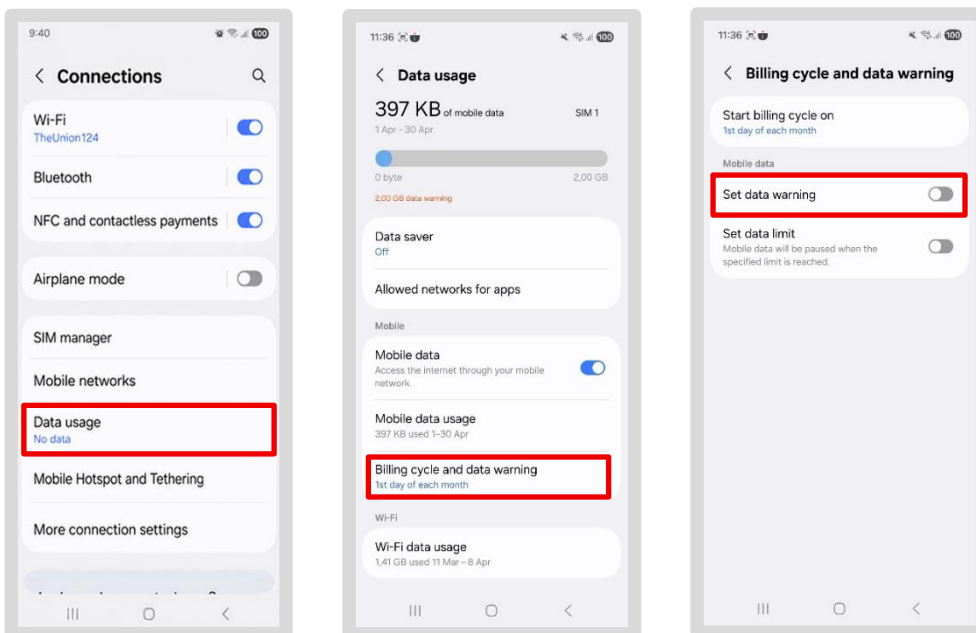
**For Samsung smartphones/tablets, follow these steps:**

- Open the DB Mobile Info app
- Tap the ‘Service’ tab → Then tap ‘Manage your device’ → and then ‘Turn off data warning’



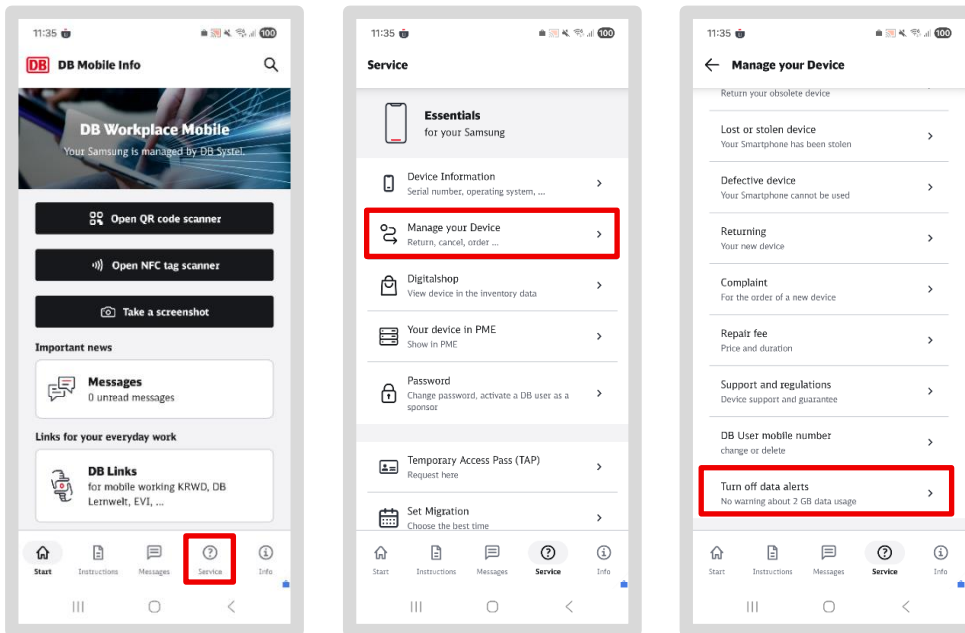
The “Connections” screen will open in the system settings

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

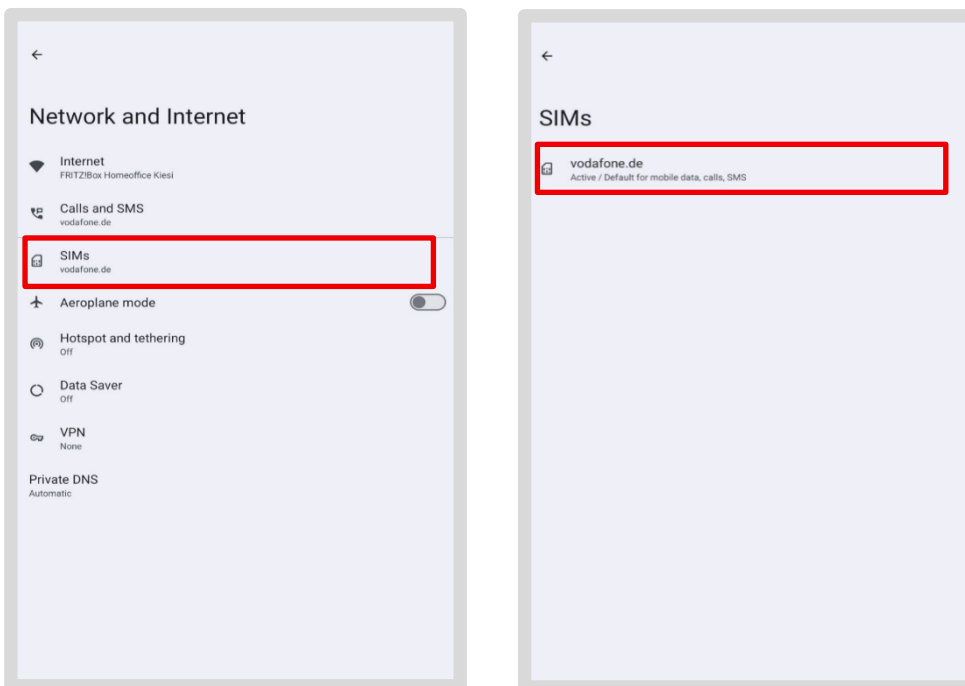


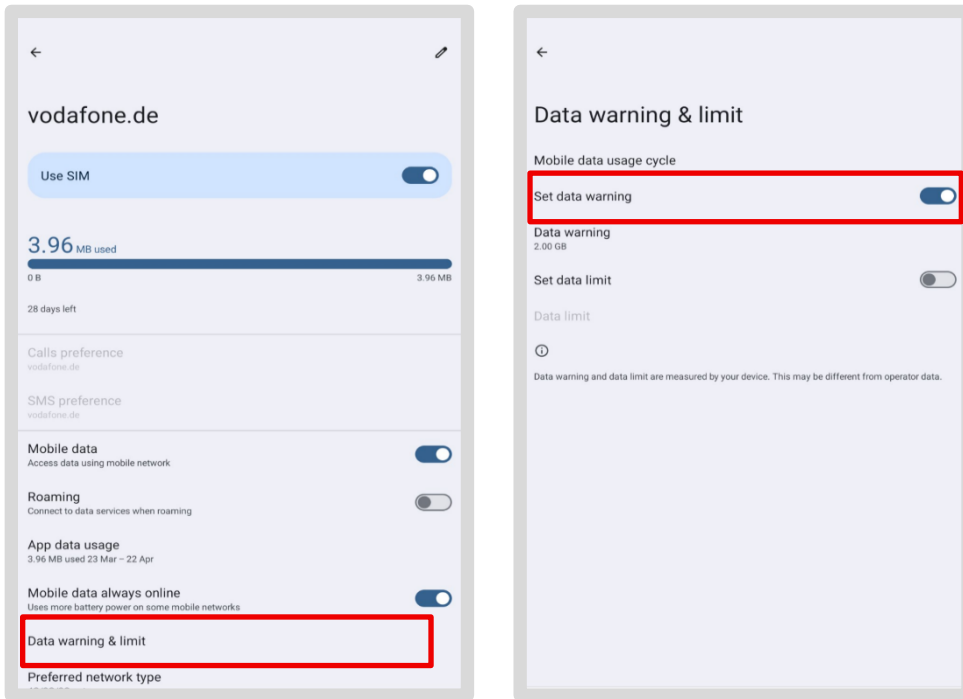
**For Nokia/HMD smartphones/tablets, proceed as follows:**

- Open the DB Mobile Info app
- Tap the “Service” tab → Then tap “Manage your device” → and then “Turn off data warning”



- The “Network & Internet” screen will open in the system settings
- Tap on “SIM cards” → Tap on the active SIM card, in this case “vodafone.de” → Tap on “Data warning and limit” → and swipe the screen to the left under “Set data warning”





### 6.3.6 Offline mode (Airplane mode)

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



So, think carefully about when you set flight mode.

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## 6.4 F5 Access – Establish a VPN connection

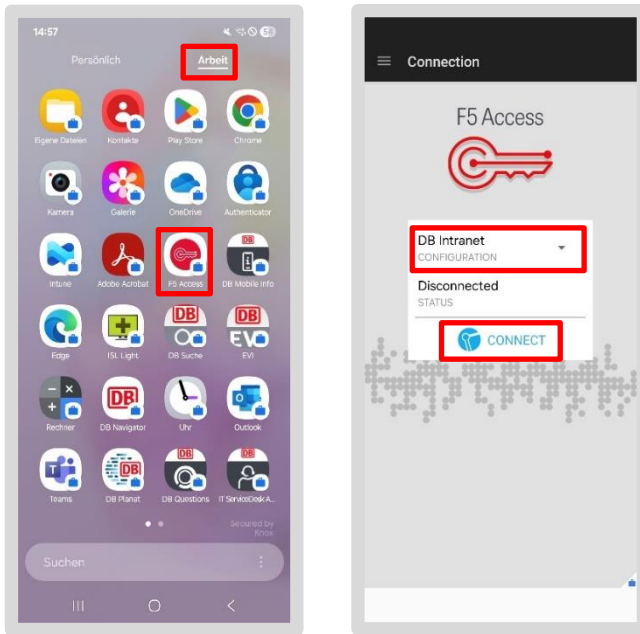
VPN stands for **Virtual Private Network** and refers to an internet connection that cannot be viewed by unauthorised third parties. At DB, we use ‘F5 Access’ to establish a VPN connection. This gives you secure access to Deutsche Bahn’s corporate network. Furthermore, some apps can only be used with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



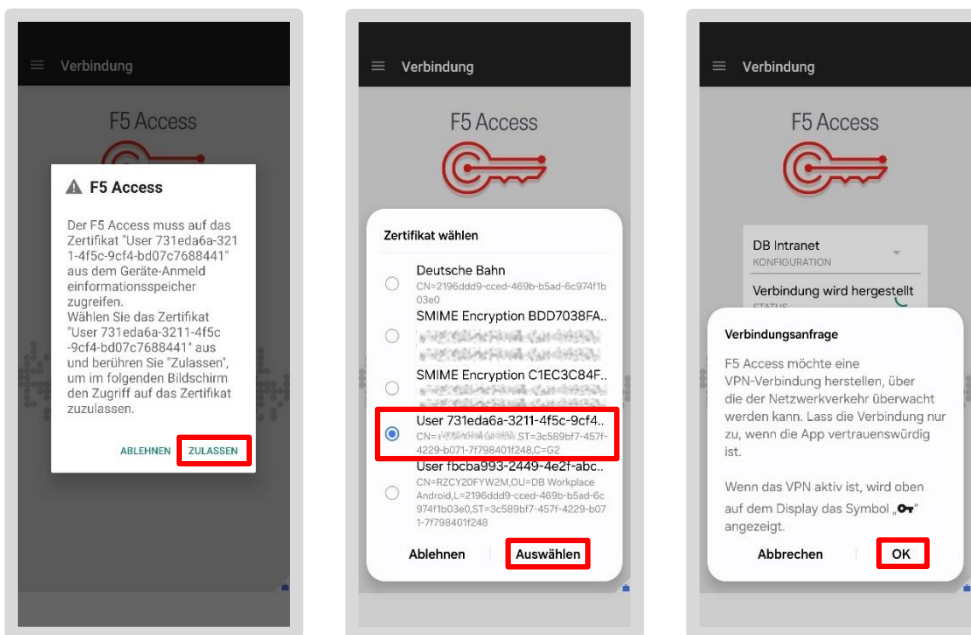
### 6.4.1 Set up the VPN connection

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

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## 6.5 Take-Off: Certificates & VPN connection

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

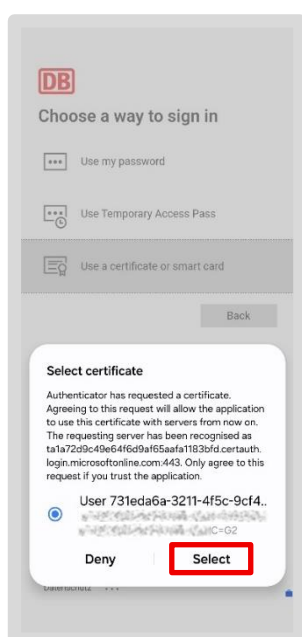
To access certain DB apps and websites on your work smartphone/tablet, you must identify yourself. This is done via a so-called certificate. The certificate tells the app or website that you are authorised.

### 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. 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 to connect.

---

## 6.6 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 mean you can no longer use your smartphone/tablet (so always make sure the battery is sufficiently charged!)

### How to conserve your battery:

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

---

### 6.7 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/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 'Delete 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](#)

## 7 The most important apps to get you started

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

### 7.1 Download new DB apps

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

#### Private Apps



u.a. Play Store, Galerie

#### Dienstliche Apps



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

### 7.2 The DB Mobile Info app

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'll find help here.



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

#### Features on the home screen:

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

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

If your device isn't working at the moment, please use a colleague's device.

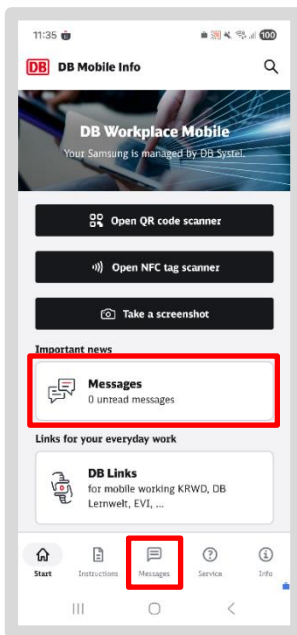
> Alternatively, you can also find all the important guides at: [db.de/ae](https://db.de/ae)

## 7.2.1 Push notifications

You will receive **push notifications** via the DB Mobile Info app for new software updates or anything else relating to your iPhone/iPad. For example, we will let you know about the distribution and automatic installation of new software on your iPhone/iPad.

**You can find your messages here:**

- Open the *DB Mobile Info* app
- On the home screen, you will see the notifications area
- If you have a new message, you will see a small red number next to ‘Unread messages’
- To read messages, tap the “Messages” section
- Alternatively, you can tap the “Messages” tab at the bottom



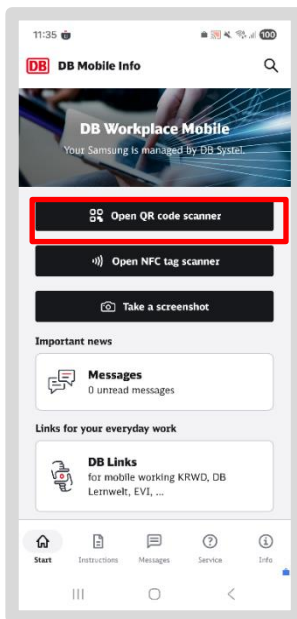
> For more information, see: [DB Mobile Info app: Receiving messages](#)

## 7.2.2 Scanning QR codes

QR codes are black-and-white square patterns that can be scanned using your smartphone or tablet’s camera. A reader decodes this code and automatically redirects you to the app or a website with further information.

You can scan official QR codes using the *DB Mobile Info app*:

- Open the *DB Mobile Info app*
- Tap on “*Open QR code scanner*”



- Then allow the app to take photos and record videos
- A small window will open, allowing you to scan the QR code
- To do this, position the QR code within the rectangle

Once the code has been scanned, you will be redirected to its content

---

## 7.3 Outlook

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

Do you have questions about writing and sending emails? On ITfit, you’ll find useful tips and guides on how to use Outlook.

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

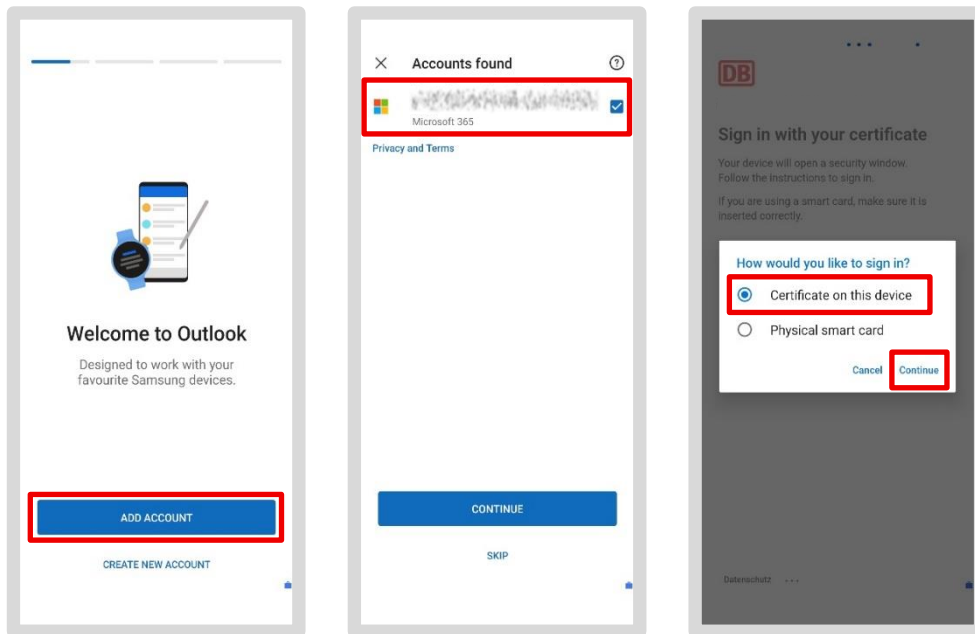
> **Note:** You can find a video tutorial at [db.de/mobile-videoanleitung](https://db.de/mobile-videoanleitung)

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

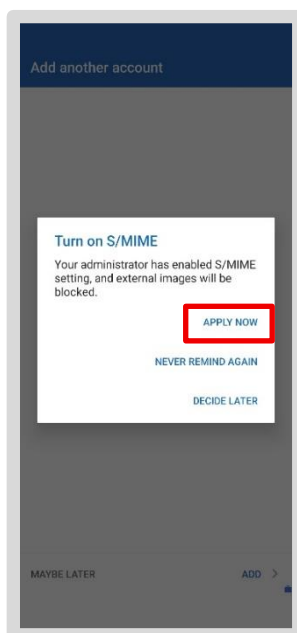
When prompted to log in, you may be asked for a temporary access pass (TAP):

- If your temporary access pass is still valid, enter it here or create a new one as described in Chapter 4.6 Activate device – Create a temporary access pass (TAP)

- Alternatively: under “*Select other login option*”, select the option “*Certificate on this device*”
- Tap “*Continue*” 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

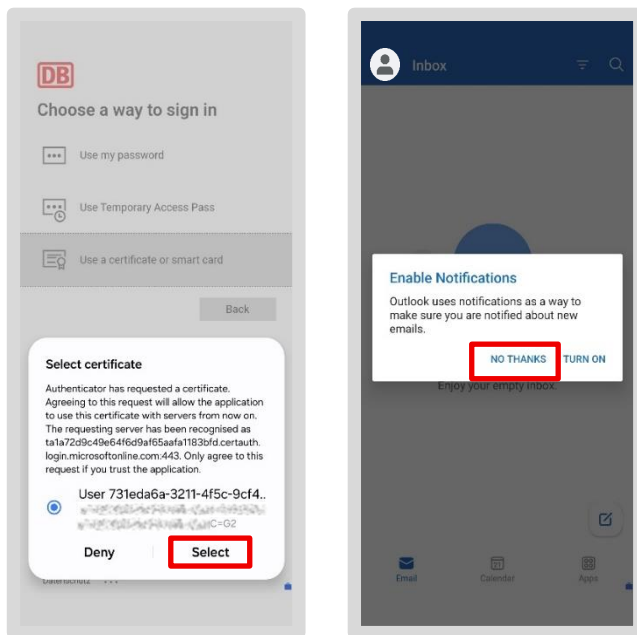


This is followed by the certificate prompt. You can identify the certificate valid for you as follows:

- 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

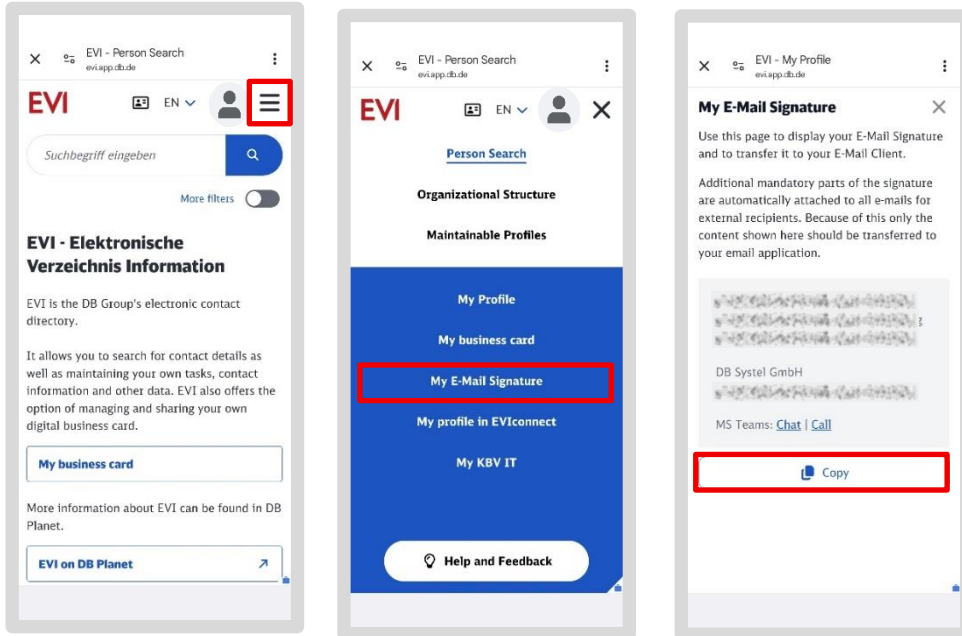
**Android 16:** On devices running Android 16, the step to enable S/MIME may be skipped. In this case, you must complete the Outlook setup and restart the app! The prompt to enable S/MIME will then appear.

### 7.3.2 Set 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'**.

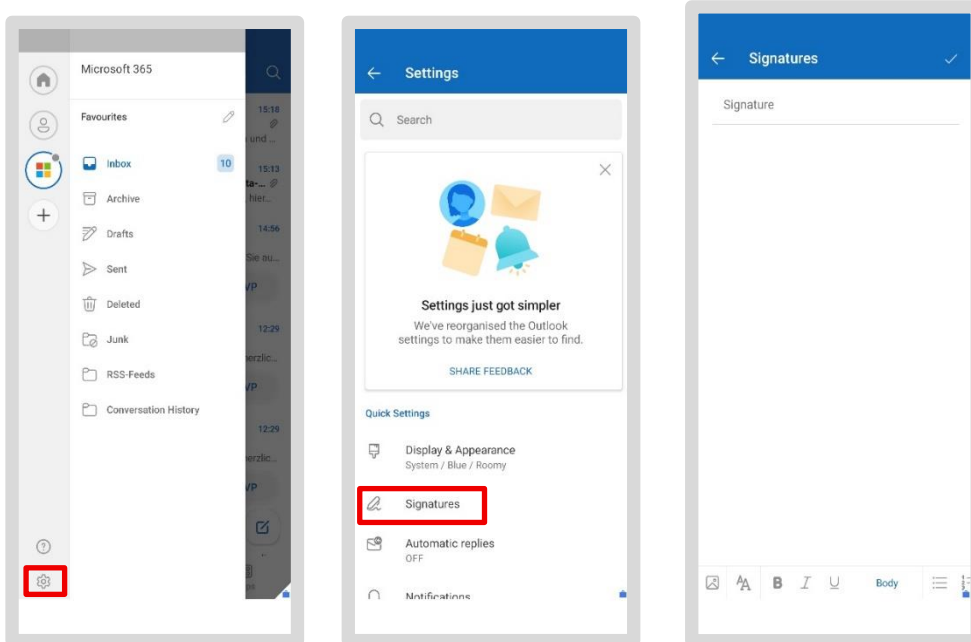
## Here's how to get your email signature from EVI:

- Open the *EVI* app
- 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 “*Signatures*”



- 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.

### 7.3.3 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/Basic Workplace computer – you’re always up to date.

If you have an old smartphone or tablet and wish to import your contacts, please refer to [section 8.5: Backing up contacts to OneDrive](#).

### 7.3.4 Creating new contacts in Outlook



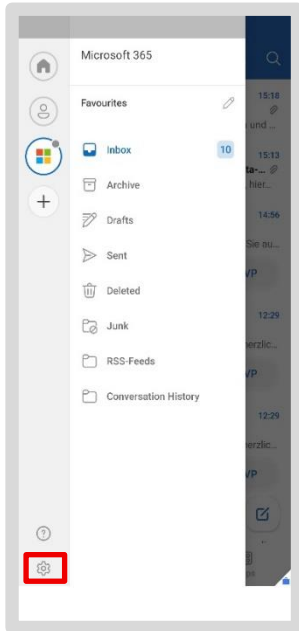
- Go to the ‘Work’ section and open the Contacts app
- Tap the ‘+’ to create a new contact
- Select ‘Outlook’ in the top-left corner above the arrow
- The new contact will be saved in Outlook

### 7.3.5 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 will open
- Under “Email Accounts”, select your Outlook account. Then tap the small slider next to “Synchronise contacts”
- Then confirm the access request by selecting ‘Allow’
- Once you have enabled synchronisation, exit the *Outlook app*




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## 7.4 MS Defender app – must be opened

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

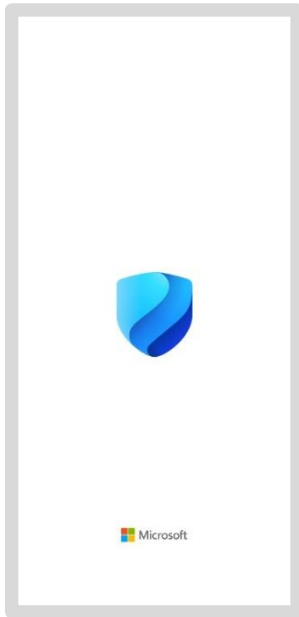
Due to the wide variety of different DB smartphones/tablets, there may be minor differences in the description for individual steps.

### 7.4.1 Setting up the MS Defender app

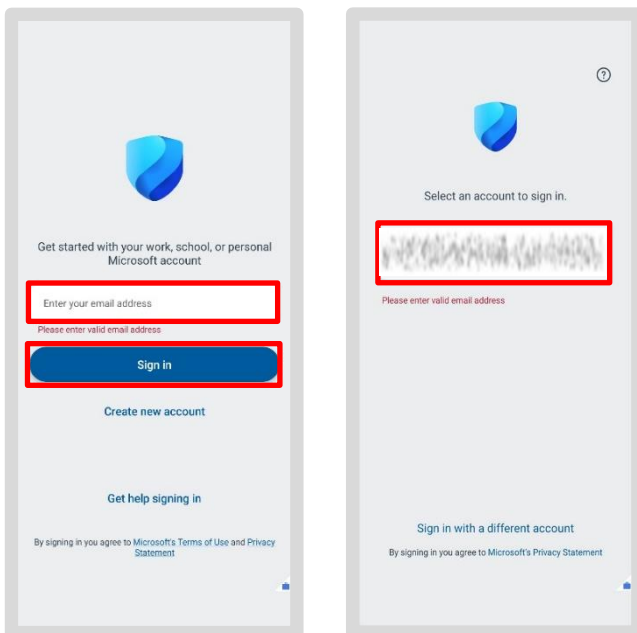
To set up the MS Defender app on your smartphone/tablet, you must follow these steps:

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

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



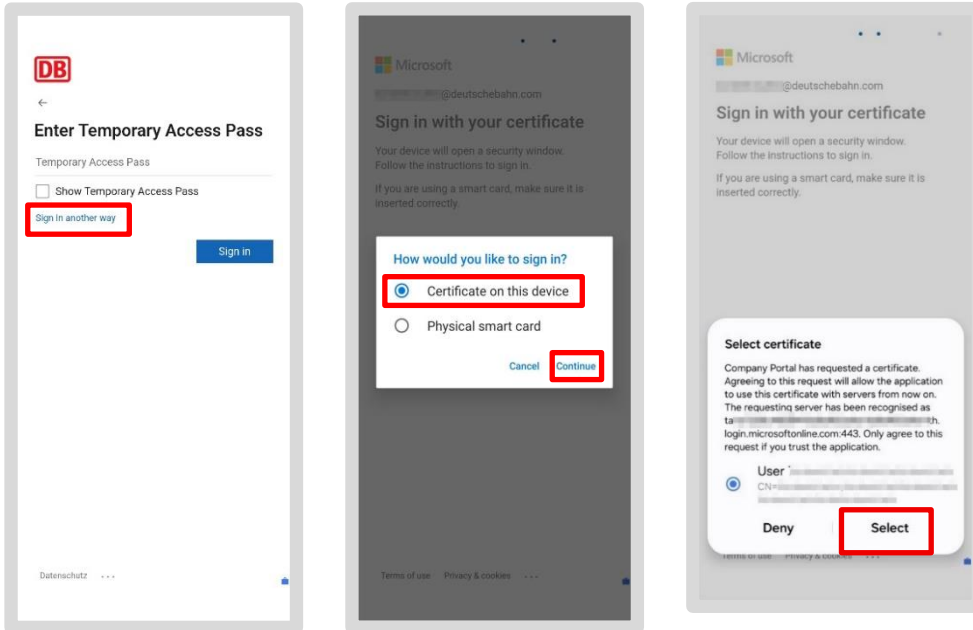
- You will be asked for your work email address
- Tap the “Sign in” button or the app will automatically take you to the next screen, where your email address will be displayed
- Tap your work email address



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



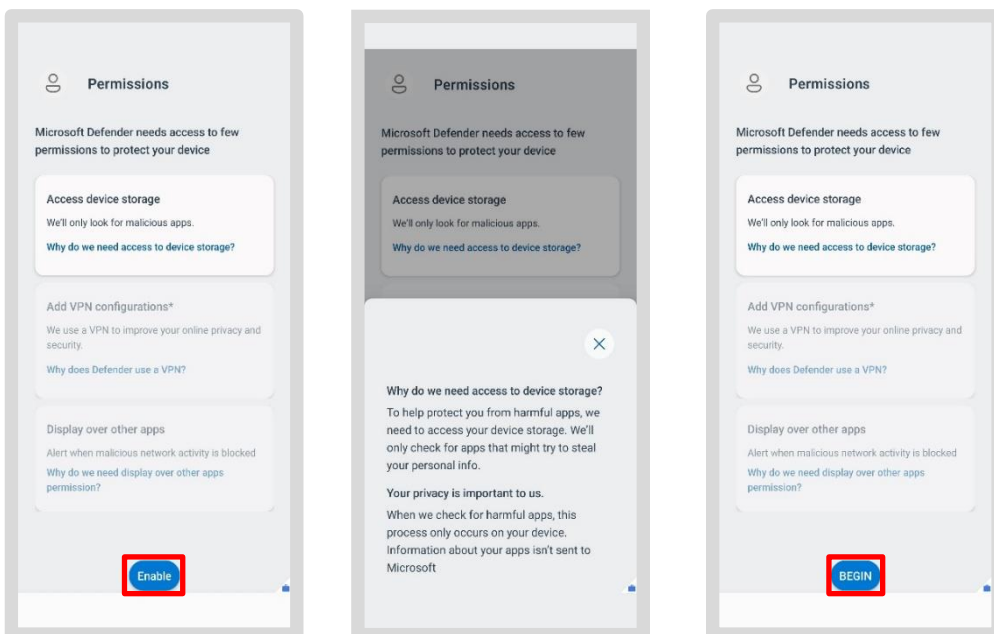
- Tap ‘Sign in with another method’
- When prompted, tap “Certificate on this device” and then tap “Next”
- Select the certificate



### 7.4.2 Grant permissions

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

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

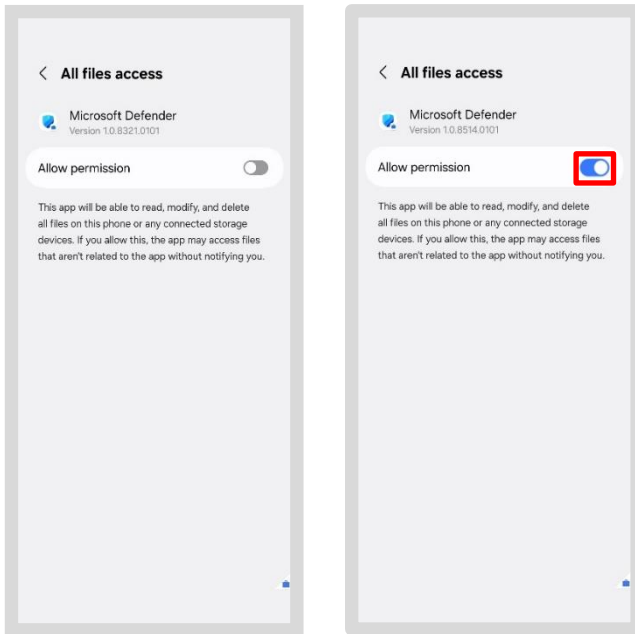


## Background information on permissions:

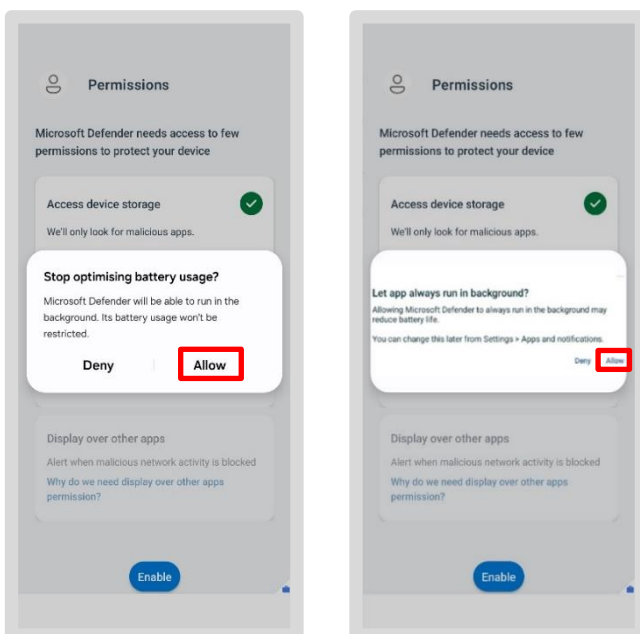
These permissions are required to ensure the app works properly and to guarantee security on your device.

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



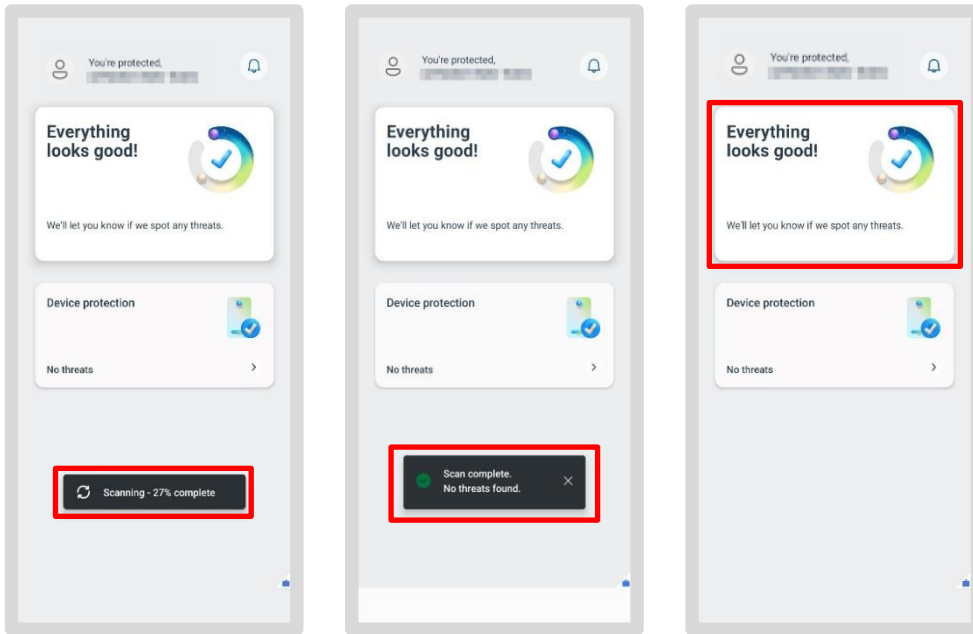
- Tap “Allow” for all subsequent prompts



**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.

## 7.5 DB M 365

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

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



- 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.

## 7.6 Microsoft Authenticator app

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

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

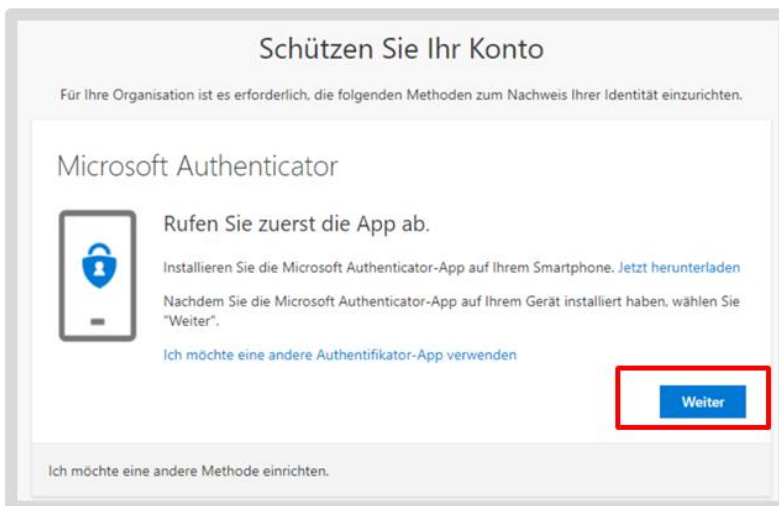
- VPN connection to Basic Workplace MAC
- Using the DB Admin account
- Accessing specific applications, e.g. SAP



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.

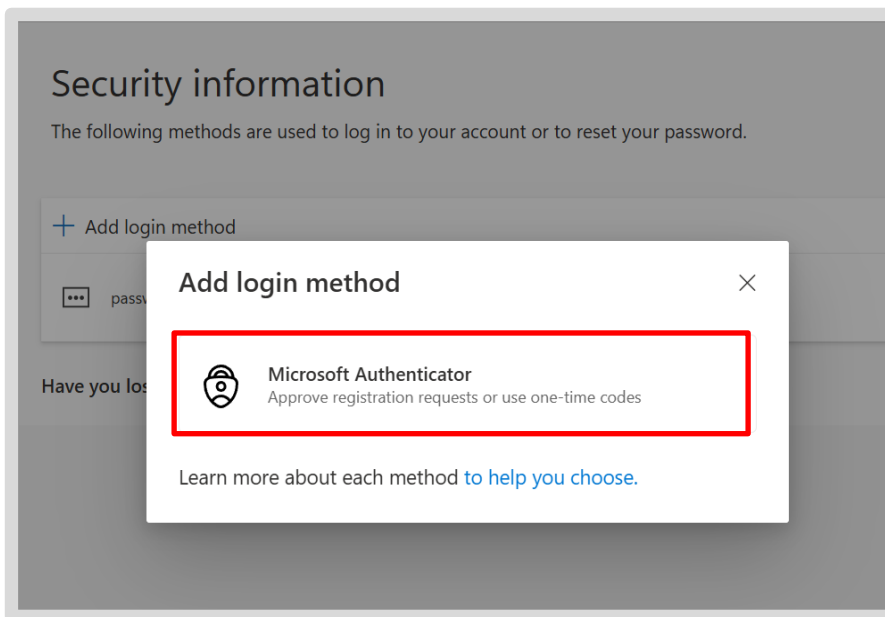
### Using the Microsoft Authenticator app for the first time

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



Alternatively, you can launch the Microsoft Authenticator app yourself:

- Tap [db.de/authenticator](https://db.de/authenticator) on your BKU or Basic Workplace computer
- Tap the “plus icon” and the “Add sign-in method” button
- A dialogue box will open; select “Microsoft Authenticator”
- Switch to your smartphone/tablet and open the Microsoft Authenticator app
- Open this page for step-by-step instructions, tap the “MFA setup guide” button and follow the steps provided
- You can then use the Microsoft Authenticator app for authentication on your smartphone/tablet



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

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

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

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## 7.7 Takeaway: DB Apps

### Where can I find DB apps?

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

There you'll find, for example, Outlook, Word and OneDrive, as well as DB-specific apps such as Meine DB or DB Planet. You can download personal apps via the Google Play Store.

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

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

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

## 8 Backing up data

### 8.1 Backing up work data to OneDrive

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

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

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

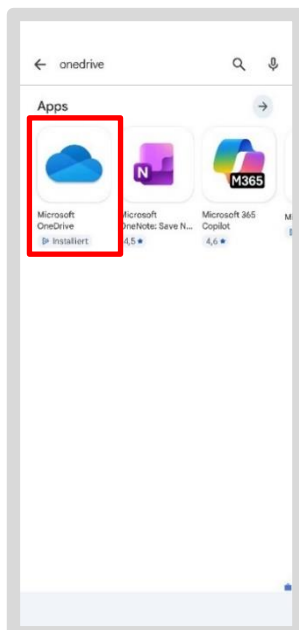
To save photos and other documents, such as PDFs or Word files, you'll need the Microsoft 'OneDrive' app. With this app, you can store all your work files in the cloud and then access them at any time from any of your work devices. This means you can, for example, access your files from your work PC.



### 8.2 Setting up OneDrive

Prerequisite: To set up OneDrive, first install the Outlook app on your smartphone/tablet and set up your work email account. You can find further information on setup in [Chapter 7.3 Outlook](#).

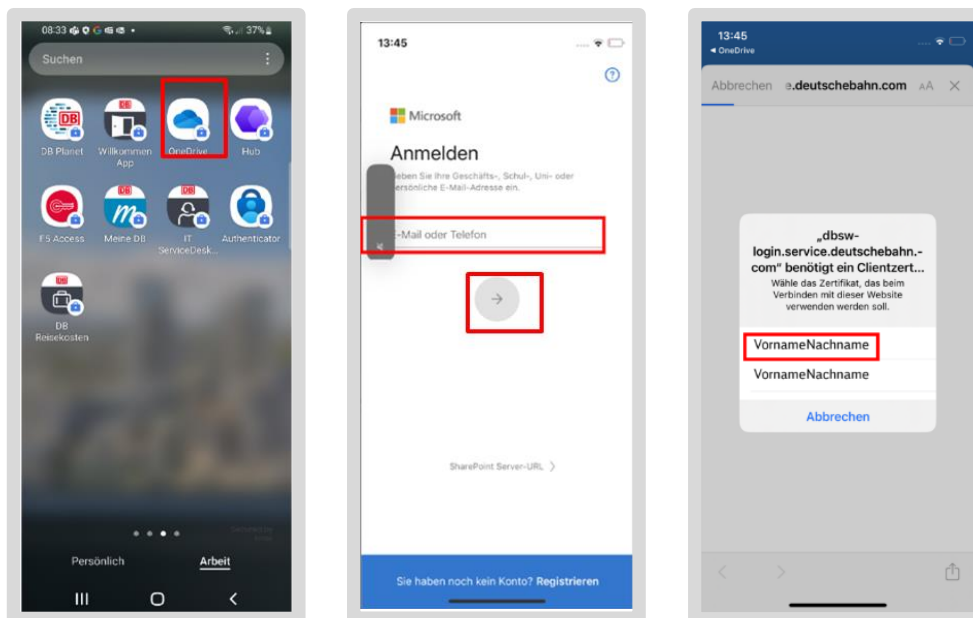
- Hold your tablet in portrait mode to ensure that the screens match the layout shown in the instructions
- Download the "OneDrive" app. To do this, open the Google Play Store
- Search for the "Microsoft OneDrive" app



## 8.2.1 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

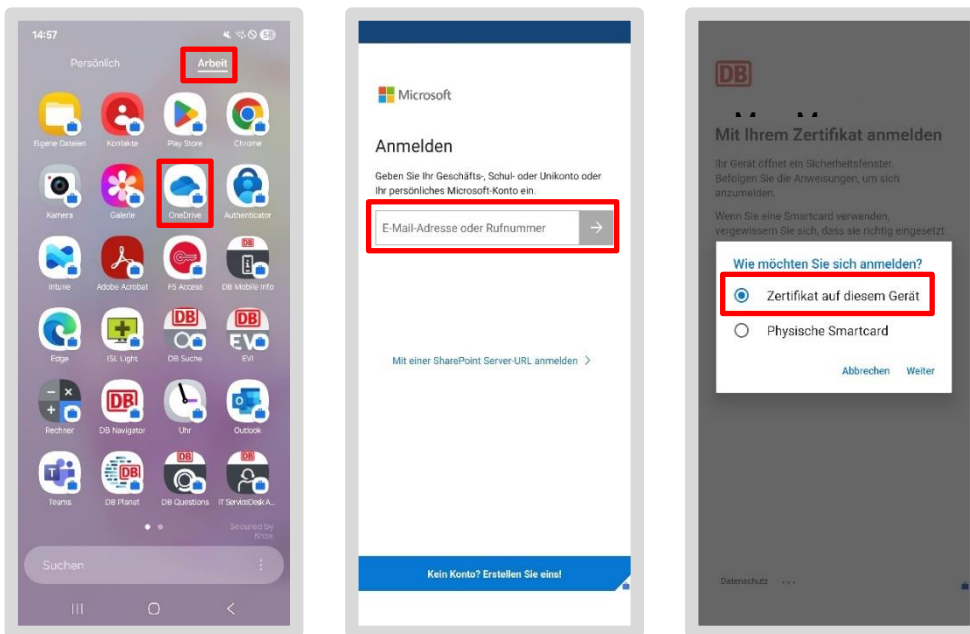
If you ever need to reset your smartphone/tablet to factory settings, make sure to back up your system settings as well.

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.

## 8.2.2 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.

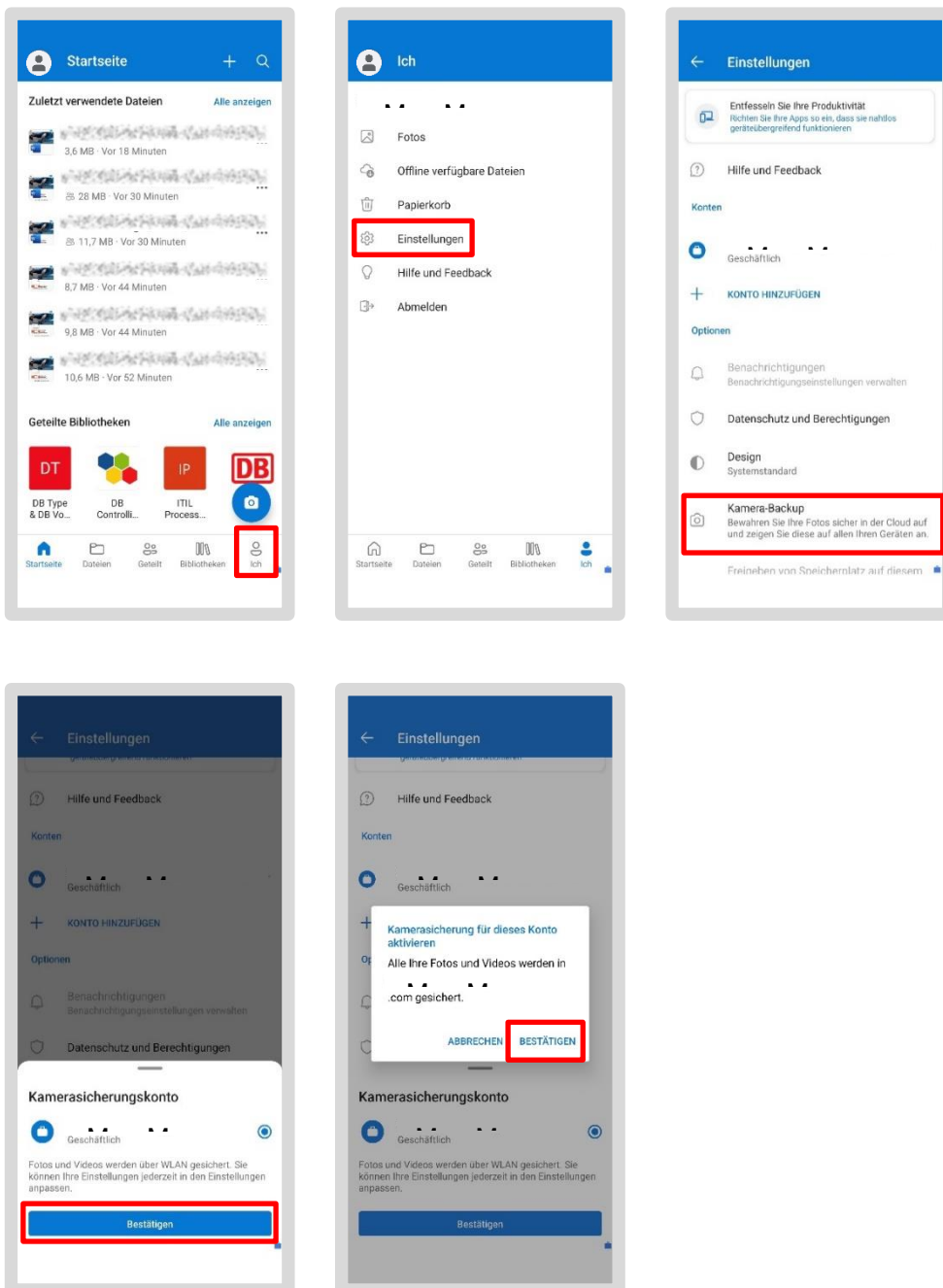
### Tip:

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

### 8.3 Backing up photos

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

- Open the OneDrive app
- Tap the ‘Profile’ icon in the bottom right-hand corner and then select ‘Settings’
- Then select “Camera backup”
- Then tap “Confirm” twice

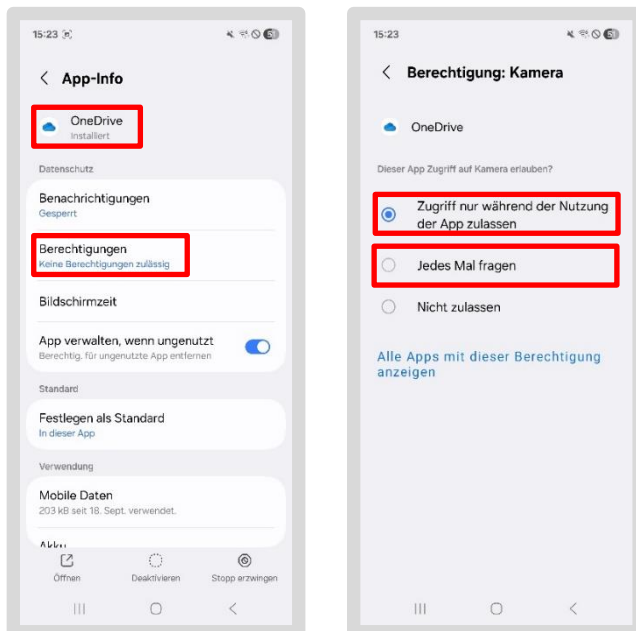


In the next step, you need to grant OneDrive permission to access your photos and camera. To do this, follow these steps:

- An error message will appear stating that OneDrive lacks the necessary permissions
- Tap the ‘*Customise settings*’ button on the right
- You will then be taken to the app permissions settings

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

- Go to the “Apps” section under “Settings”
- Then select the OneDrive app under “Work”
- Tap on “Permissions”
- Tap “Camera” once, then tap “*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



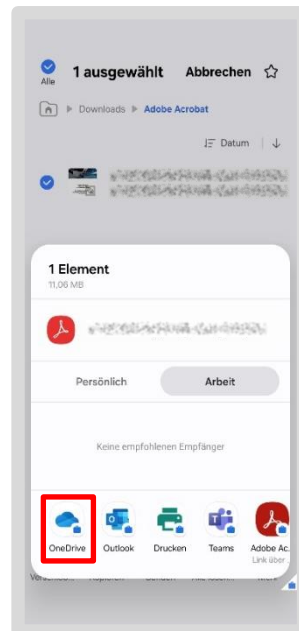
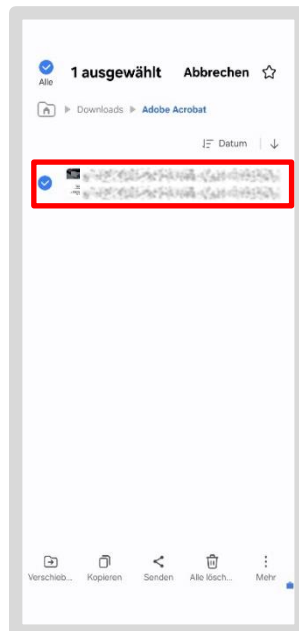
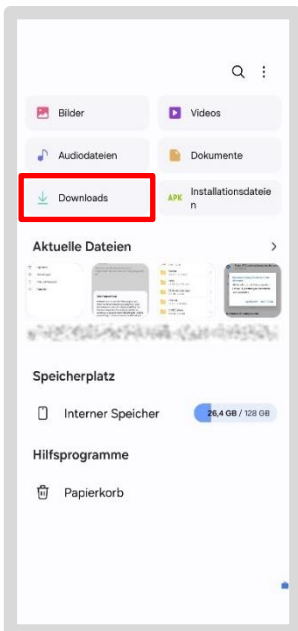
## 8.4 Backing up PDF files

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

- Open the Files app

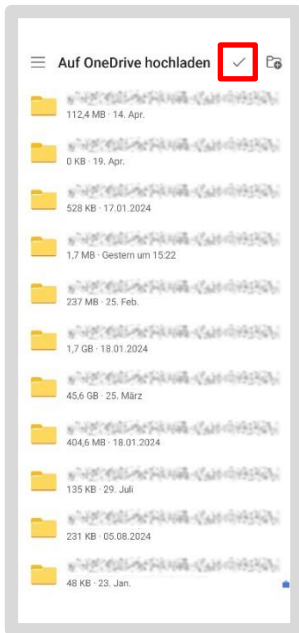


- Tap “Downloads”
- Press and hold the PDF file until a tick appears next to the name
- Tap “Send” at the bottom of the menu bar, then select “OneDrive”



- Your personal folder in OneDrive will be displayed

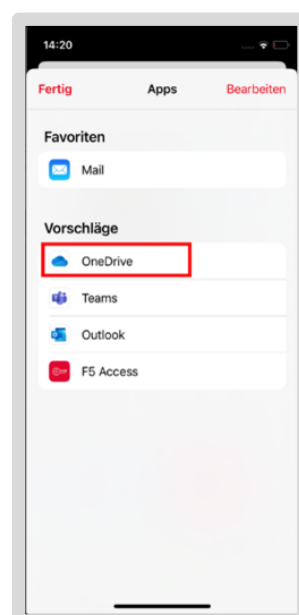
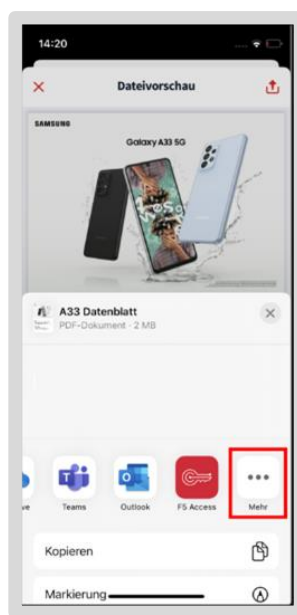
- If this isn't the right location: Tap the hamburger menu (three lines) in the top-left corner
- Select the folder where you want to save the PDF file, then tap the white tick in the top right-hand corner
- The file will now be uploaded to OneDrive



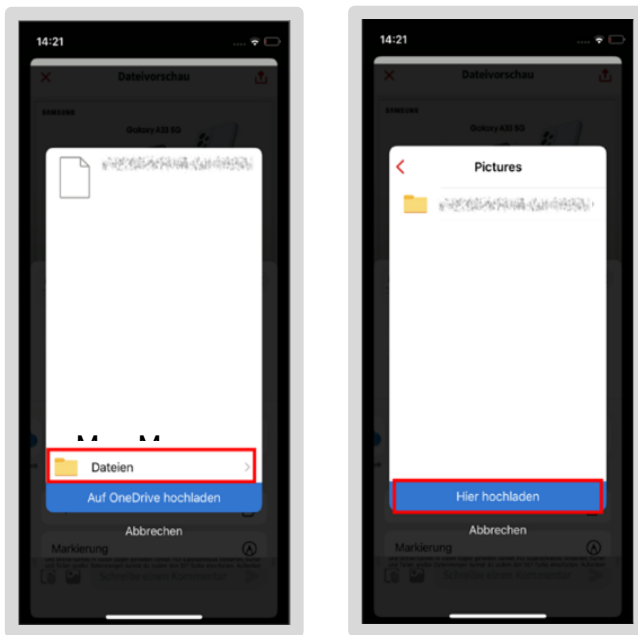
### 8.4.1 Save PDF files directly to OneDrive

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

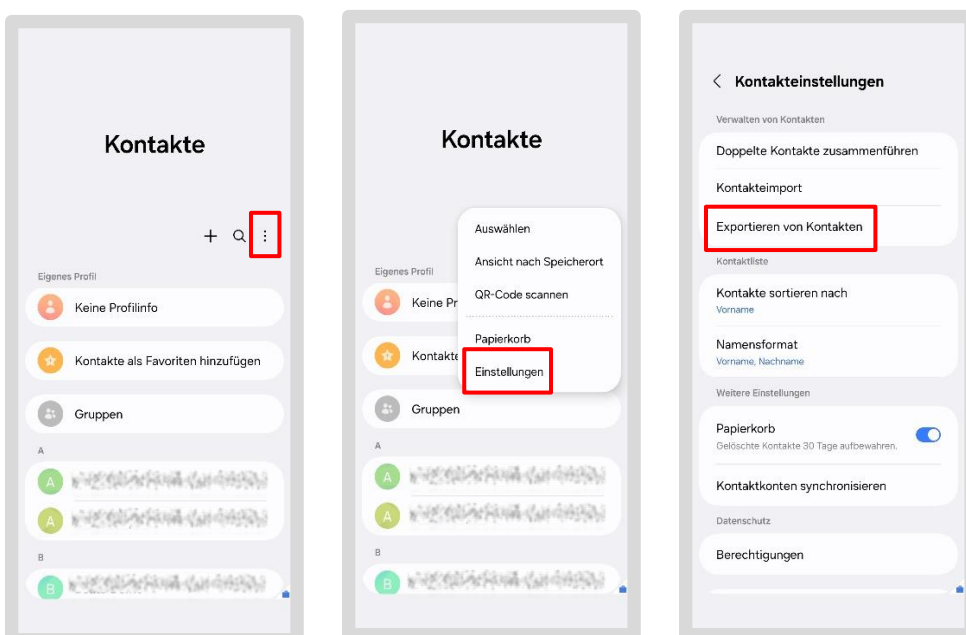


## 8.5 Back up contacts to OneDrive

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

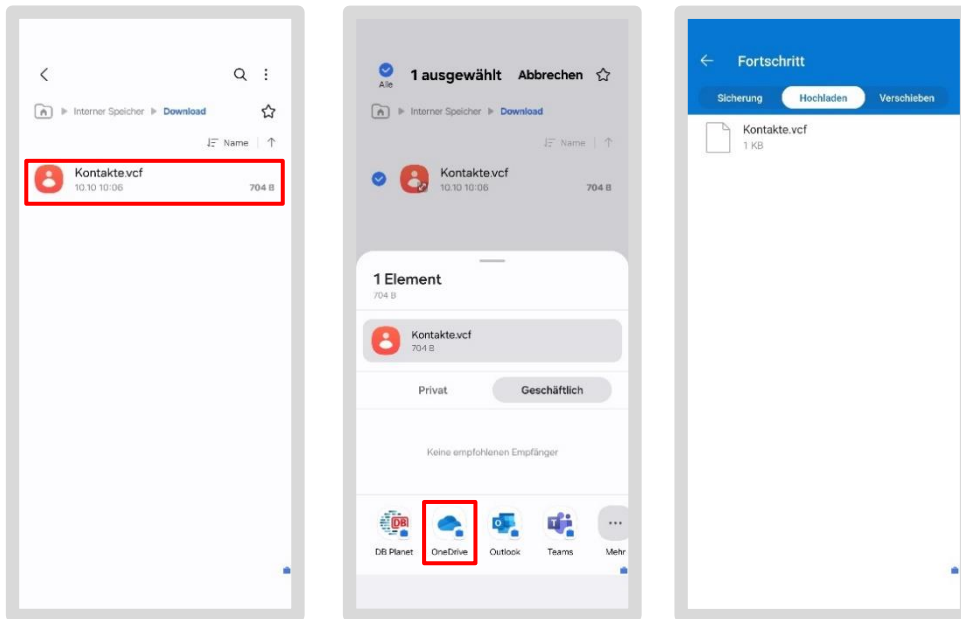
**Then follow these steps:**

- 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.

## 8.6 Import contacts from OneDrive

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

### follow these steps:

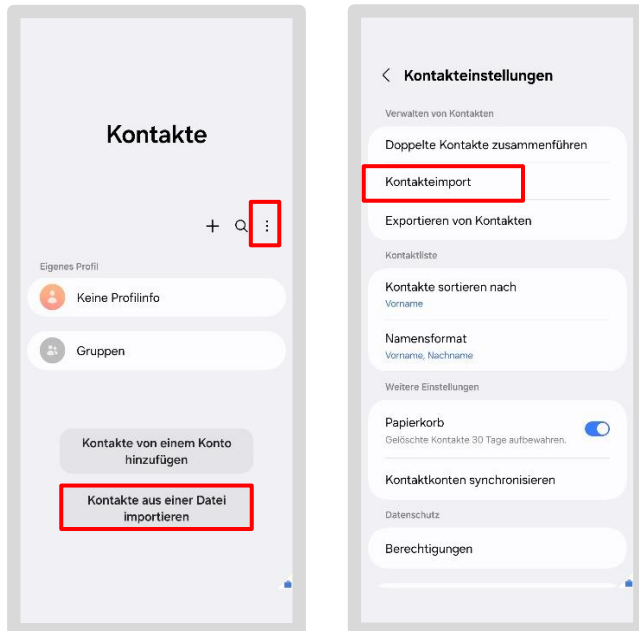
- Swipe up on the home screen
- Tap ‘Work’ in the top-right corner
- Open the Contacts app

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

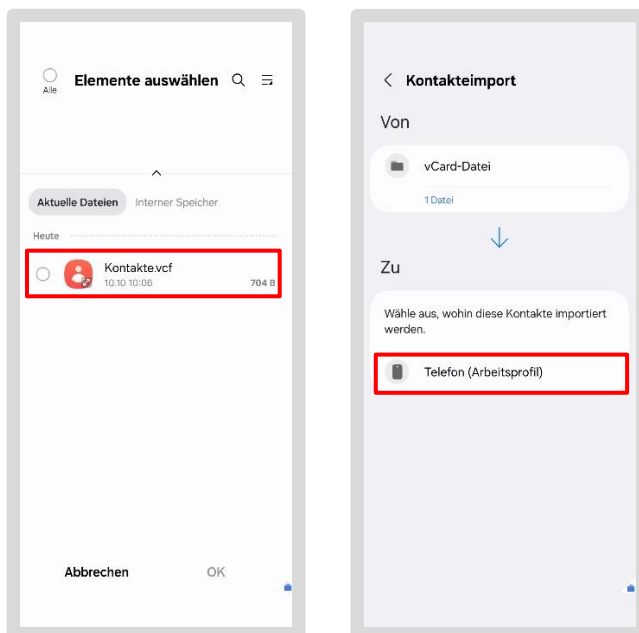
- Tap on “Import contacts from a file”
- Select “Internal storage”
- Select the file “Contacts.vcf”
- Tap on “Phone (Work profile)”
- Confirm by tapping “Import”

If you already have new contacts:

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

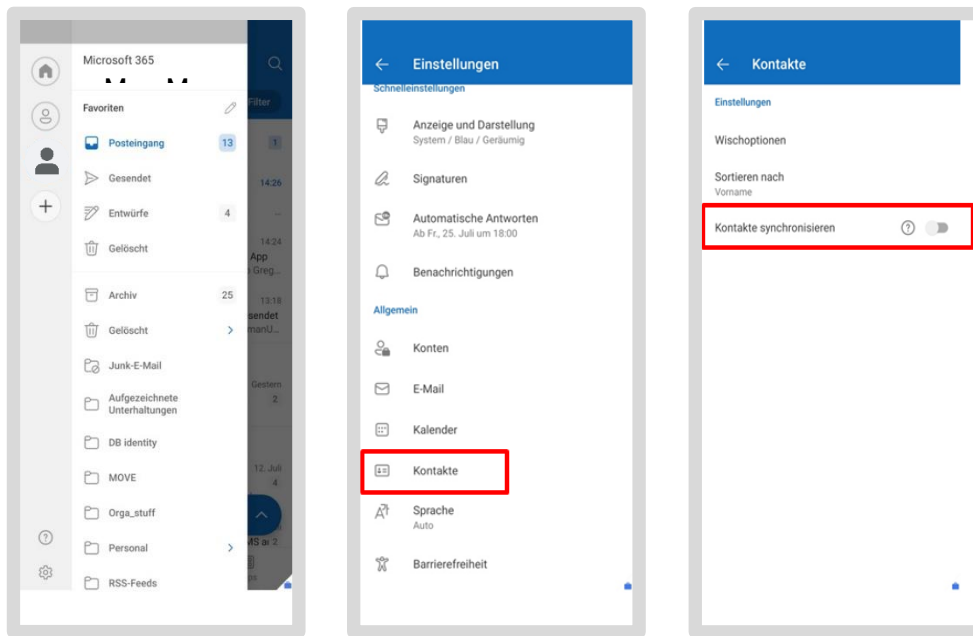


- Select the file “Contacts.vcf”
- Tap on “Phone (Work profile)”
- Confirm by tapping “Import”



## 8.7 Back 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



## 8.8 Backing up passwords

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

You can download the app from the Google Play Store. Instructions on how to set up the app can be found here:

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

## 8.9 Backing up personal data

If you have saved 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 account or a private OneDrive**.

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

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

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

- Your own work files are 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 7.3.1 Setting up Outlook/Creating an email account](#)



### Backing up PDF documents or Word files:

- Go to Documents or Downloads
- Press and hold a file until a tick mark appears
- Select the file(s) you wish to upload
- Tap ‘Send’
- Select “OneDrive”
- You’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
- Then tap “Confirm”

### **Backing 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 private data [here](#)

## 9 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 that it remains within your control.
2. Don't let other people use your smartphone or tablet, not even to "just have a quick look", unless it's 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 is lost.

## 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 scanner, device configuration, etc.) must not be altered or disabled.

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

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

## 9.1 Take-Off: Safety aspects

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

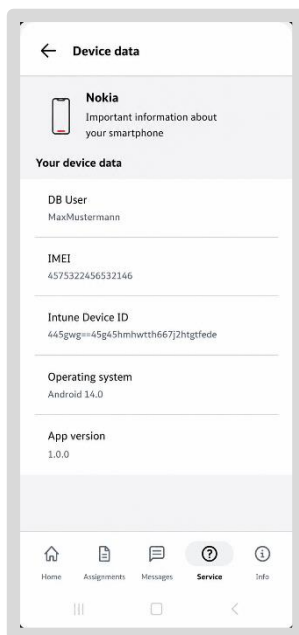
It is part of your job, so do not lend or sell it.

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

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

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

To do this, open the Welcome app, use the tabs at the bottom of the screen to go to the 'Help' tab and then select the 'Device data' sub-item. Here 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).



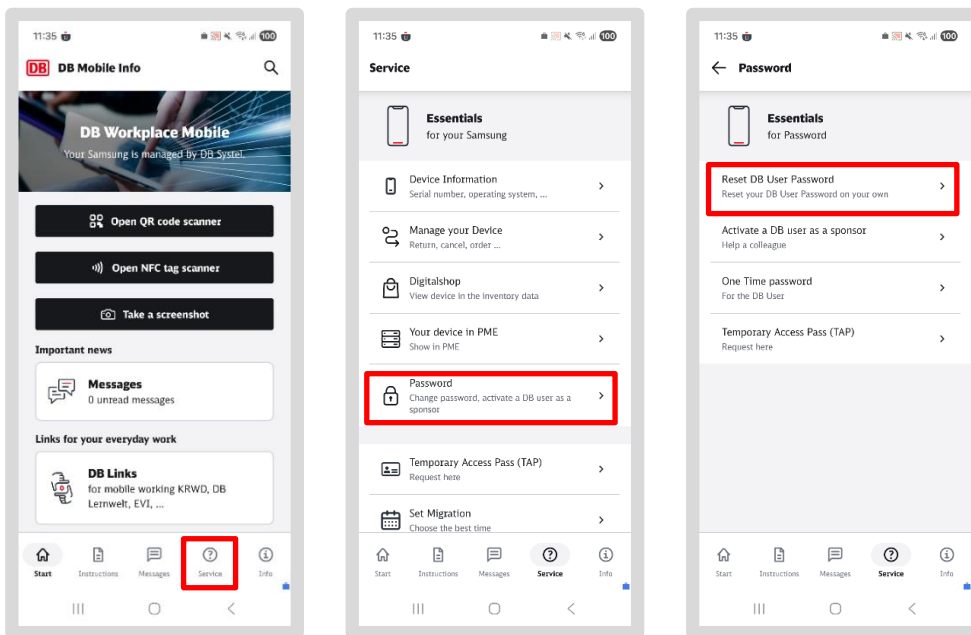
## 10 Forgotten your password, returning your device

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'll find help here.

### 10.1 Forgotten or changing your DB user password

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

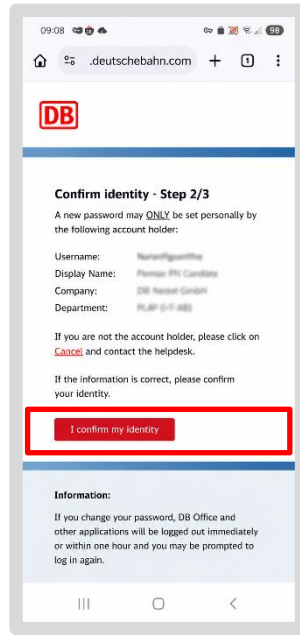
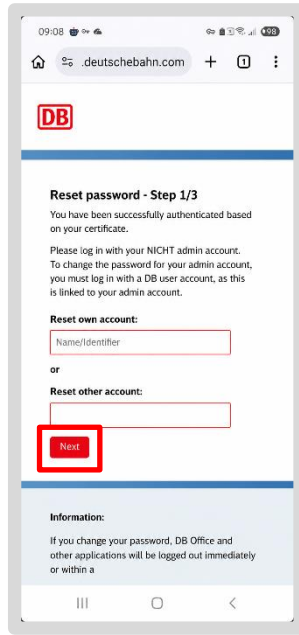
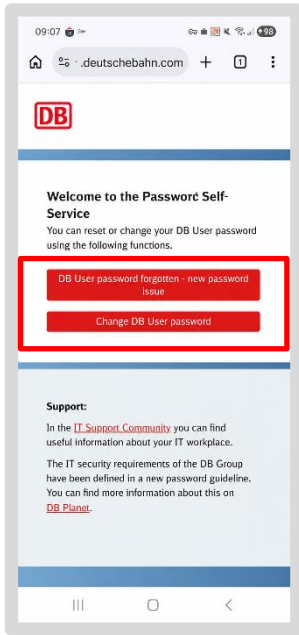
- In the *DB Mobile Info* app, select the “Service” tab
- Tap on “Password”
- Then tap on “Reset DB User Password”



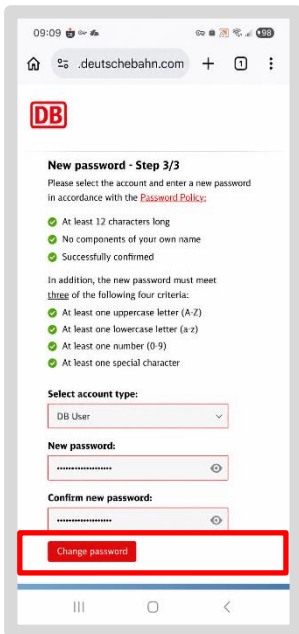
**Please note:** A connection to F5 Access will be established automatically at this point. This is necessary to conduct the following steps. If a connection to F5 Access has not been established, you must activate it manually to continue!

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 'Next' without entering anything
- Then confirm your identity



- Now enter your new password, considering the password policy
- Confirm your entry by tapping "Change password"



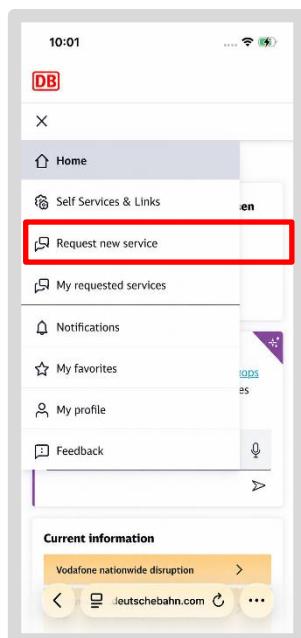
## 10.2 Help via the IT ServiceDesk app



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

How to access the IT ServiceDesk app

- Open the “IT ServiceDesk App” in the “Work/Business” section
- Or access it via the link: [db.de/itservicedesk](https://db.de/itservicedesk)
- You’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

### 10.3 Lost your smartphone or tablet?

Call the **IT ServiceDesk** immediately:

- IT ServiceDesk
  - Internal: Tel. 91-5555
  - External: Tel. 0361 430 8200
- DB Cargo IT Service Desk
  - 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!

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## 10.4 Faulty smartphone/tablet

### 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](http://db.de/mobile-setup)
- If you have any questions, please contact your mobile phone administrator!

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## 10.5 Returning a smartphone/tablet?

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

**Important:** Back up your data beforehand. This is because your smartphone/tablet will be completely wiped by the recycler after you return it. This means that 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 8.2 Setting up OneDrive \(OneDrive\)](#) or at [mobileworkplace.deutschebahn.com/mobile-daten-sichern](http://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 on 'Mobile devices'
- Select your smartphone/tablet from the list
- Tap 'Perform stock action' on the left, then select 'Mobile device – Unsubscribe' from the drop-down menu
- You can find instructions on how to exchange your device at [db.de/mobile-setup](http://db.de/mobile-setup)
- If you have any questions, please contact your 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
- Remove your SIM card and memory cards
- Pack your smartphone/tablet securely so that it is not damaged during transport, and include any accessories (power 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 you can always use it 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](http://mobileworkplace.deutschebahn.com/mobile-daten-sichern)