

Restoration via Microsoft Intune in DB Workplace Mobile

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

15 April 2026

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1 Necessary steps before restoring

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

These steps are necessary:

1.1 Back up your data

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

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

To do this, follow these steps:

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

If available:

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

> Instructions on how to back up your data can be found under [Backing up data](#)

1.2 Authenticator app – optional

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

- Please note that the Authenticator app cannot be used during recovery
- No further steps are necessary
- After recovery, the app must be reactivated. This is described in [Chapter 7.4 Reactivating the Microsoft Authenticator app](#)
- If you need to use the Authenticator app during recovery, use another smartphone/tablet to connect to the Authenticator app. To do this, follow the step-by-step instructions for [setting up multi-factor authentication \(MFA\)](#)

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

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

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

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

smartphone/tablet still works partially:

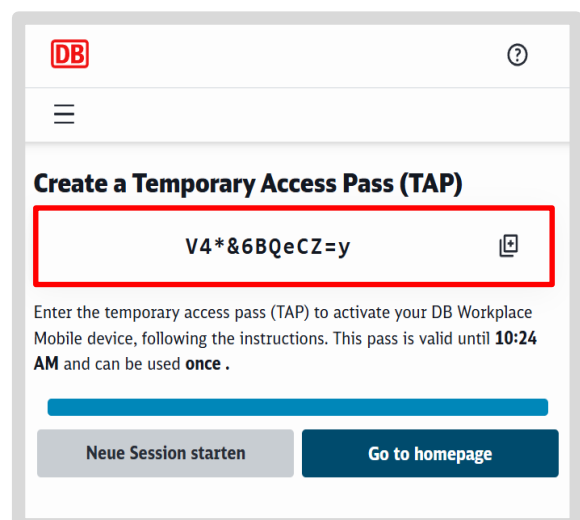
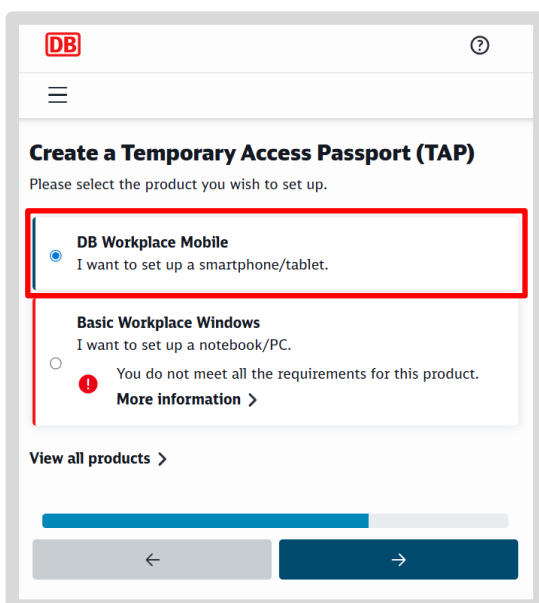
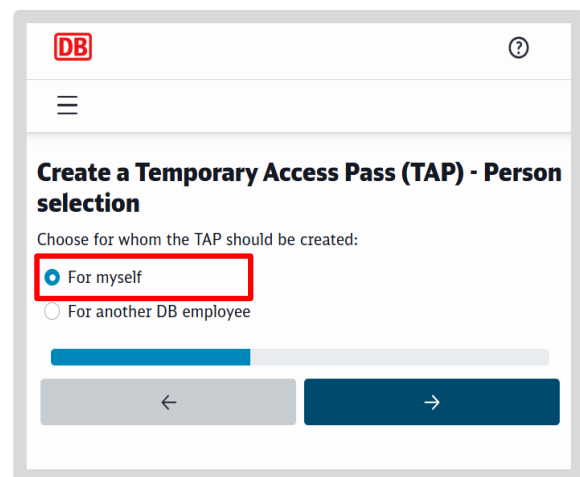
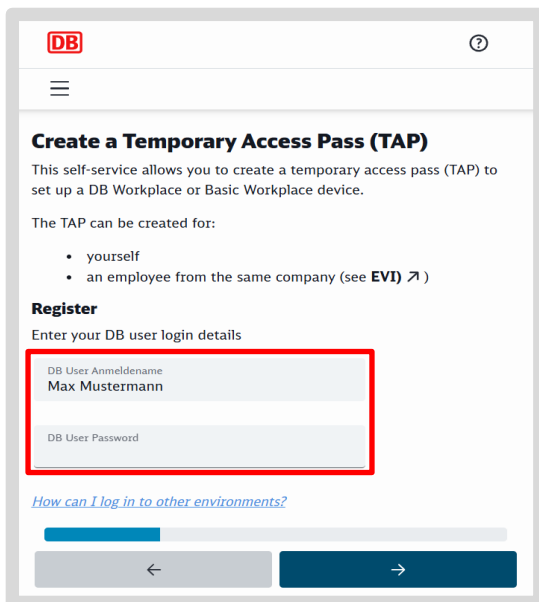
> **Note:** You can find a video tutorial at db.de/mobile-videoanleitung (only German)

If you still have the Welcome app installed:

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

If you do not have the Welcome app installed:

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



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

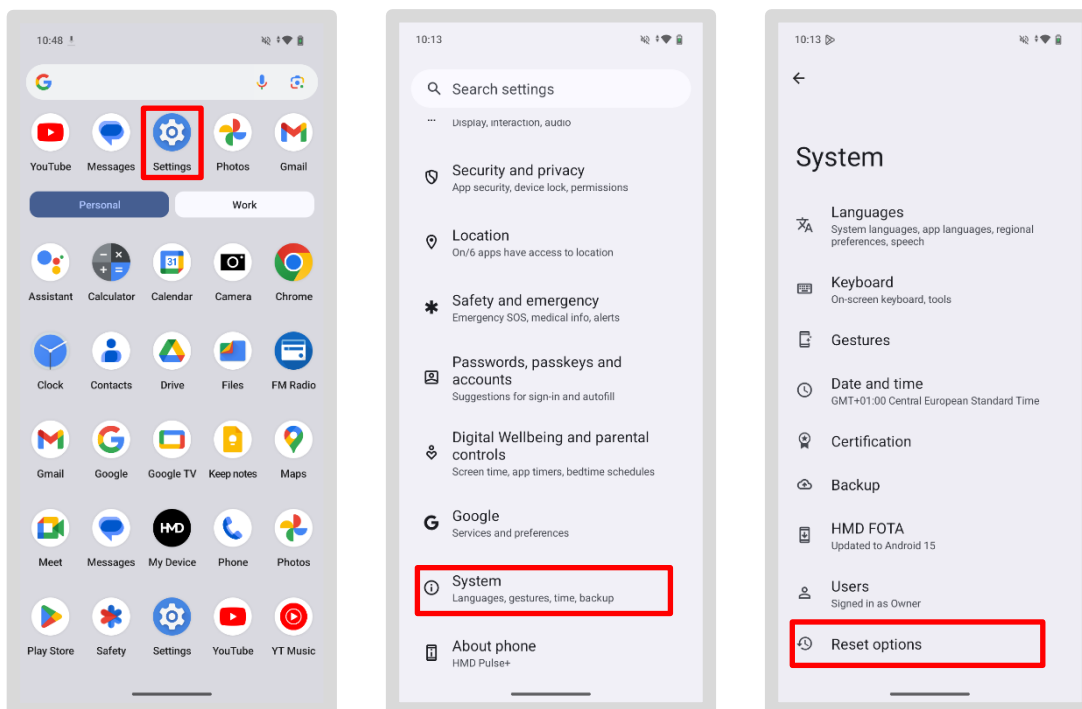
2 Start recovery: Reset your smartphone/tablet

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

2.1 Reset your smartphone/tablet yourself

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

- Go to the "Private" section on your smartphone/tablet
- Tap on the "Settings" app
- Tap on "System" and then on "Reset options"
- Scroll down and tap on "Erase all data (factory reset)"



- You will see a message indicating what will be deleted when you reset your device.
- Check that you have backed up your work data (instructions: [Back up data](#))
- Then tap the "Delete all data" button, enter your screen lock (PIN or password) and tap "Delete all data"
- Wait a few minutes and your device will be reset automatically

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

2.2 Reset your smartphone/tablet using the IT ServiceDesk App

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

- Open the [IT ServiceDesk App](#) and enter your request to reset your smartphone/tablet under "New service request".
- If you cannot open the app, call this number:
- IT ServiceDesk Migration Hotline (Mon-Fri 7:00 a.m.-6:00 p.m.)
 - Internal: Tel. 9833-8699
 - External: Tel. 0361 430 8699
- IT ServiceDesk
 - Internal: Tel. 91-5555
 - External: Tel. 0361 430 8200
 - Select menu option 0
- IT Service Desk DB Cargo
 - Tel. 91 7777 (internal)
 - Tel. 00800 327 978 35 (external)
 - Select menu option 0
- If other issues arise, consider the following in advance:
 - **Where did the problems** occur?
 - **Define the location of the error** so that we can provide you with support more quickly
 - **For certificate issues:** After registration, wait **5 minutes to 24 hours** until all information and certificates have been transferred to your smartphone/tablet.

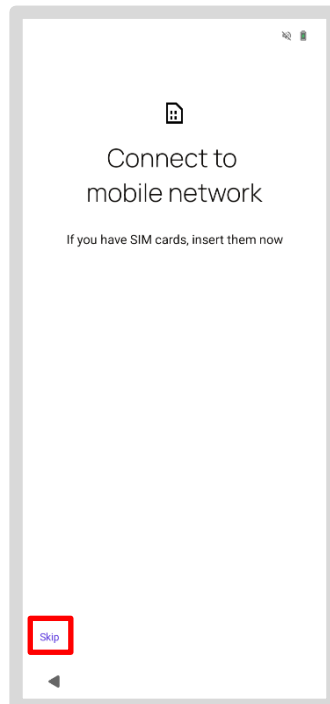
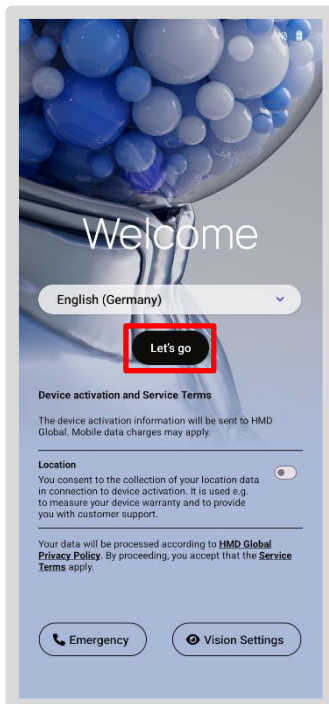
> Then go to [Chapter 3 Set up again in Microsoft Intune](#)

3 Set up again in Microsoft Intune

3.1 Select language

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

- Hold your tablet in **portrait mode** to see the screens as they appear in the instructions
- Switch on your smartphone/tablet
- Make sure your smartphone/tablet is either connected to a power source or has a high battery level during recovery
- Check that the desired language is selected. If not, adjust it
- Then tap "Let's go"
- If a SIM card is inserted in your smartphone/tablet, follow the steps on the screen.
- On the next screen, tap "Skip"



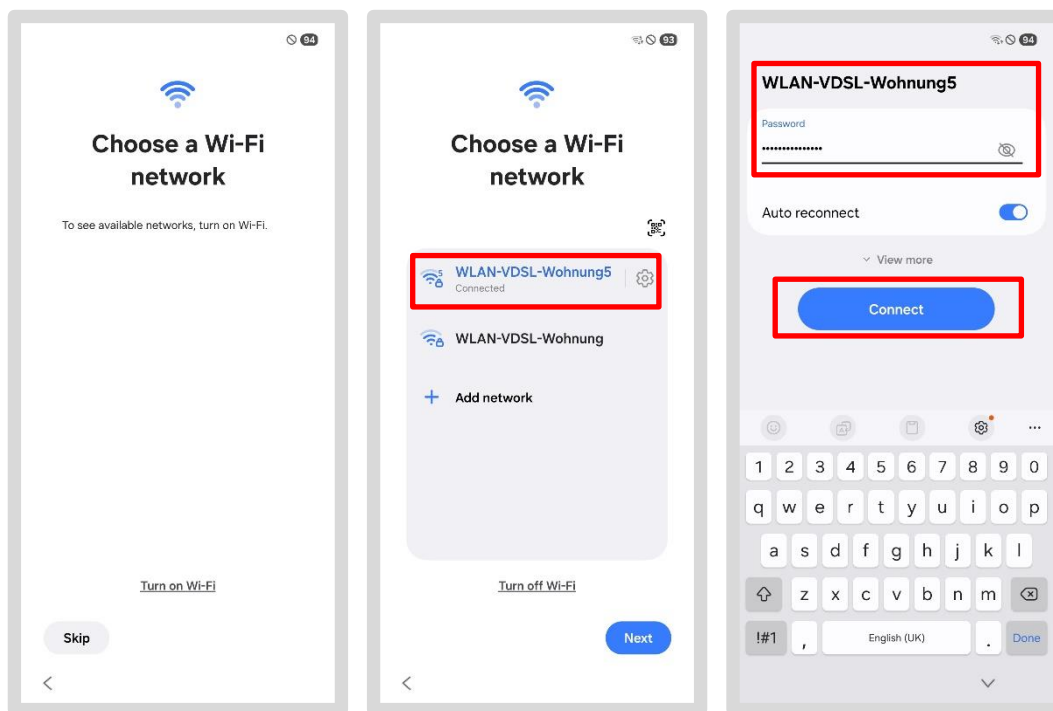
3.2 Set up Wi-Fi

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

- Use your **mobile data** if you have a SIM card in your smartphone/tablet (this may incur charges!)
 - Set up a hotspot with your private smartphone/tablet
- or
- Use a hotspot from your colleague's DB smartphone
 - Use your private Wi-Fi if you are working from home

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

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



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

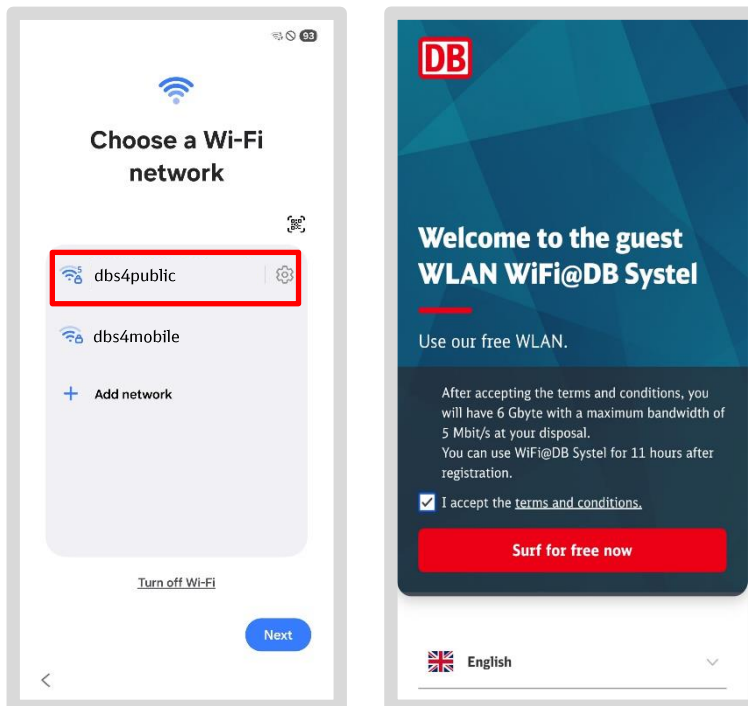
> Go to [Chapter 4 Registering Nokia with DB](#)

3.3 Setting up Wi-Fi in DB buildings

As the "dbs4public" Wi-Fi network does not always work satisfactorily in DB buildings, we recommend selecting one of the steps described in [Chapter 3.2 Setting up Wi-Fi](#).

If you are in a **DB building** and would like to use the "dbs4public" Wi-Fi network, 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"
- Tap on "Close"



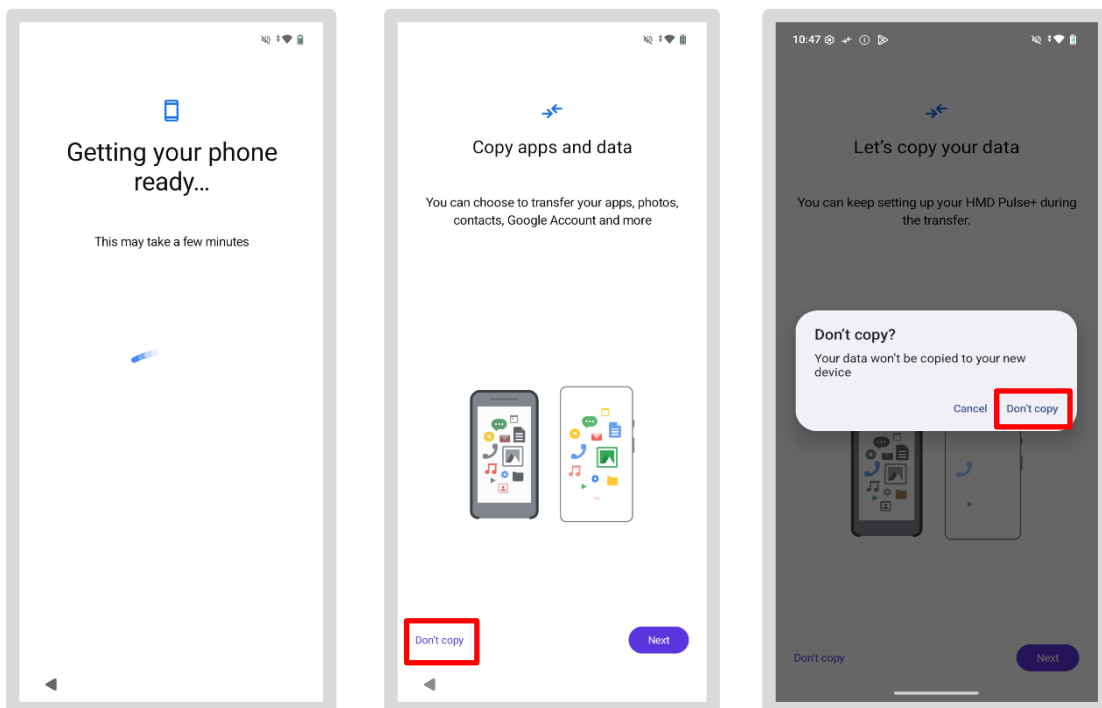
Once your device is connected to the Wi-Fi, it will start connecting to the DB network.

> Go to [Chapter 4 Install Nokia/HMD](#)

4 Install Nokia/HMD

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

- Hold your tablet in **portrait mode** if you have been holding it in landscape mode up to this point
- Individual screens will now flash by
- If a prompt to copy apps and data appears at this point, first tap " *Don`t copy*" and then tap "*Don`t copy*" again when prompted again

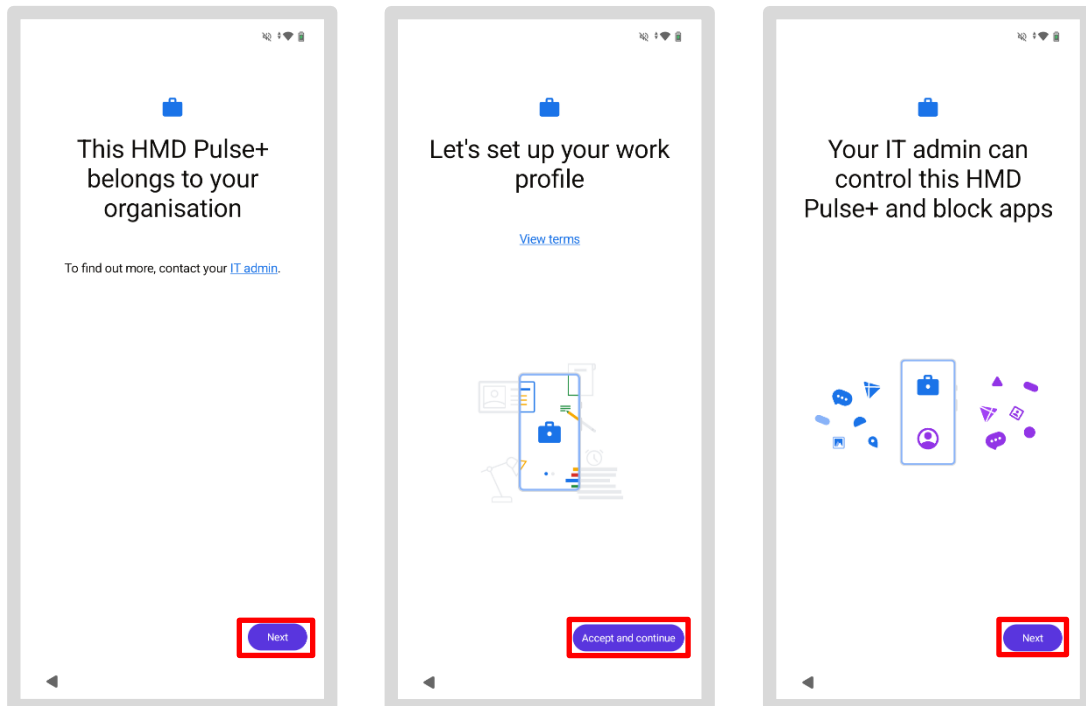


- Sometimes your smartphone/tablet has also remembered the work profile
> go straight to chapter 4.4 Google account – not necessary

4.1 Set up work profile

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

- Setting up the smartphone/tablet
- Confirm the following query with "Next"
- Confirm the following screens with "Accept & continue" and "Next"

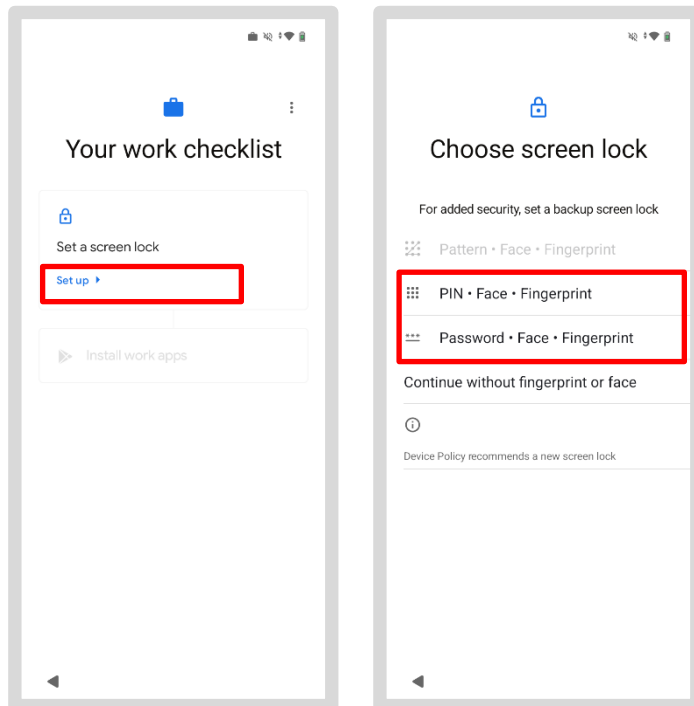


- Updating the device may take a while, or in some cases a very long time, so please be patient!
 - The necessary apps are being installed
- > Go to [Chapter 4.2 Set screen lock](#)

4.2 Set screen lock

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

- Tap on "Set up"
- Choose the option that works best for you. Tap one of the two options (PIN or password) and then set your own personal screen lock
- Make sure that the new password or number combination consists of 6 digits



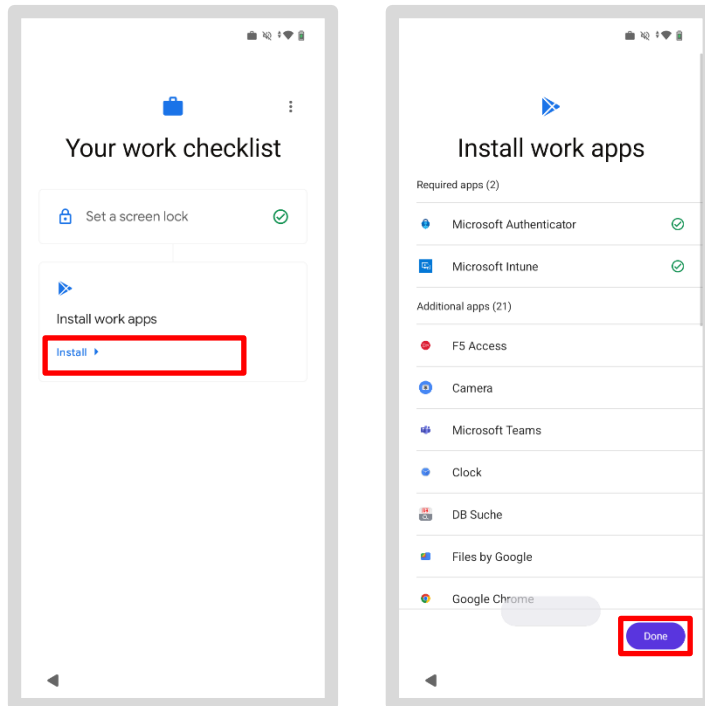
- Please note the [data protection and usage information](#) in the initial setup instructions
 - Confirm by tapping "Continue" and then "Confirm" twice
 - If the "Private Accounts" screen appears: Tap "Later" when prompted
- > Go to [section 4.3 Installing DB apps](#)

4.3 Installing DB apps

The "Activate Google Service" screen may appear first. If so, go to [section 4.5 Activate Google Service](#).

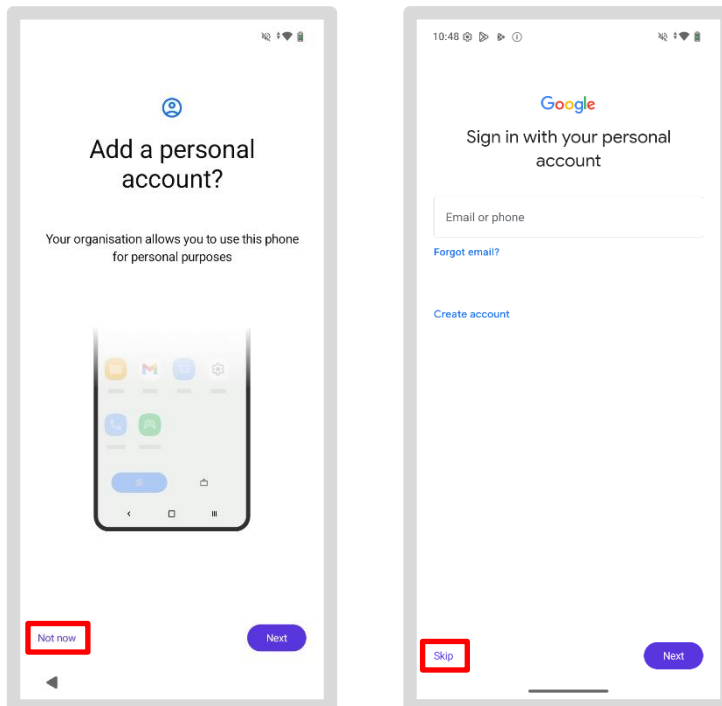
In the next step, all DB apps will be reinstalled on your DB smartphone/tablet. Follow the instructions on the screen.

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



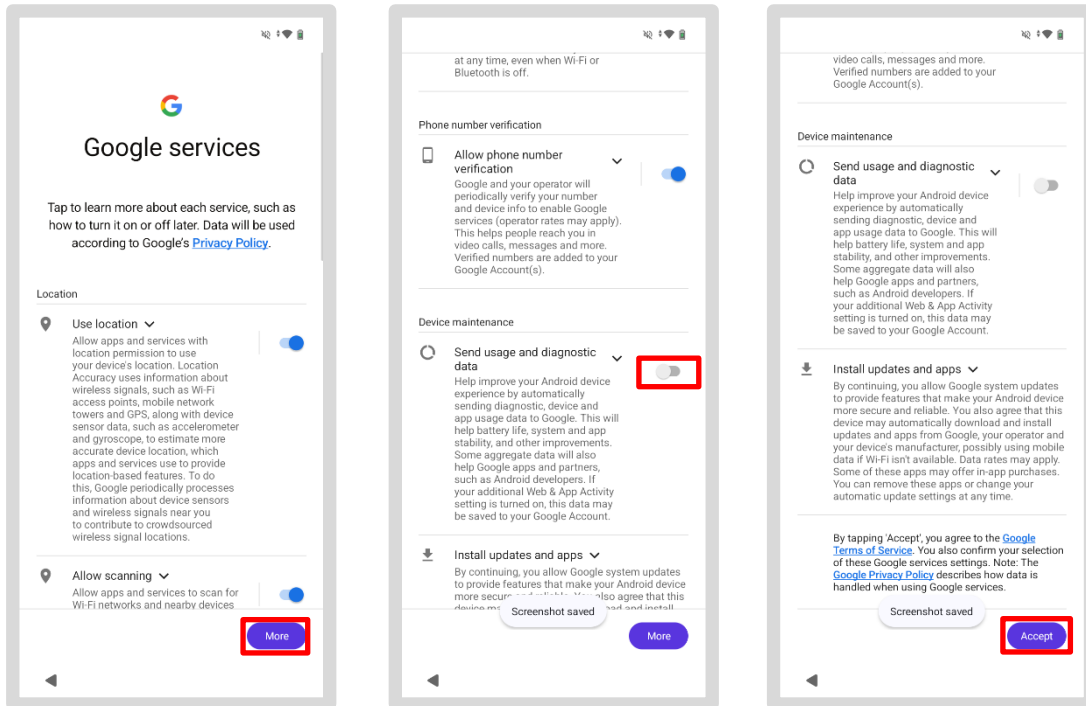
4.4 Google account – not necessary

- You will be asked for a private Google account.
- Tap on "Not now". **No private** Google account is required for your DB smartphone/tablet!
- If necessary, you can do this later
- Therefore, tap on "Skip" in the next step. You do **not** need to log in to the DB apps with your personal account!



4.5 Activate Google service

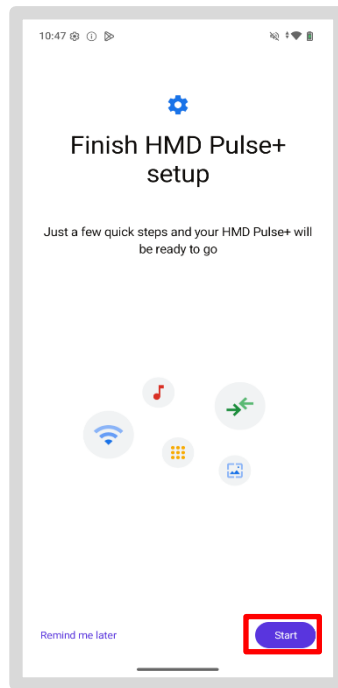
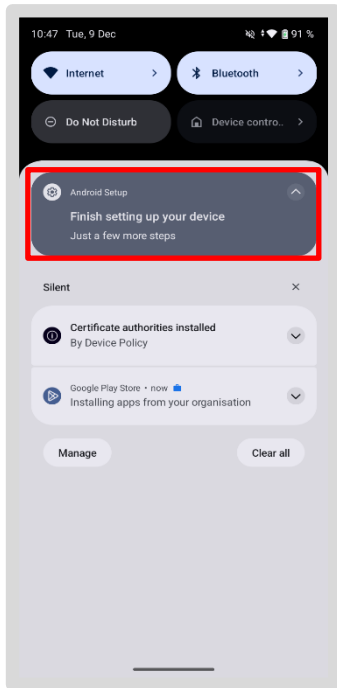
- Tap on "More" in Google services
- For **sending usage and diagnostic data**: Tap the slider to turn off the function
- Scroll further and then tap on "Accept"



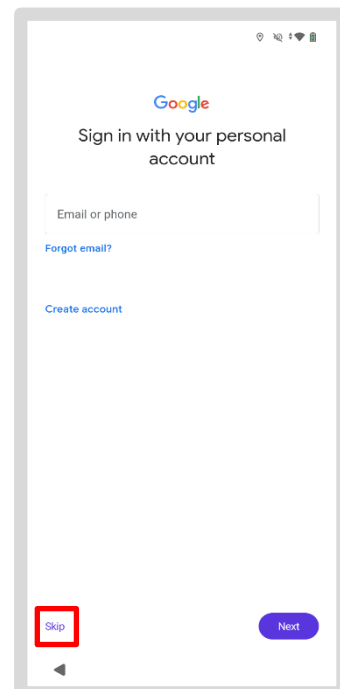
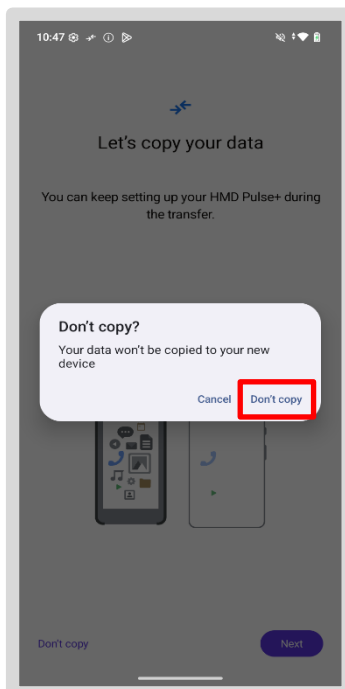
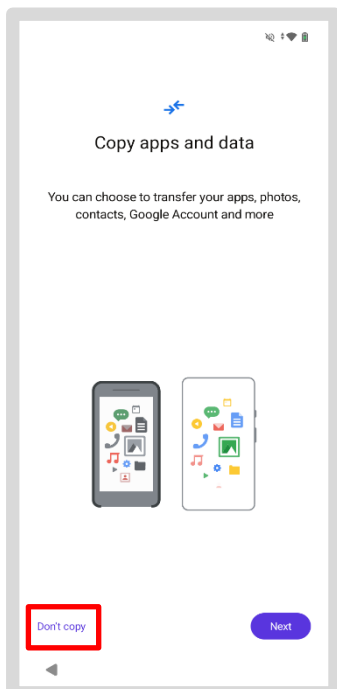
> Go to [section 4.7 Complete setup – optional](#)

4.6 Complete setup – optional

- Swipe down on your screen and tap "Finish setting up your device"
- Tap "Start" and wait
- When prompted to copy apps and data, tap "Don't copy"

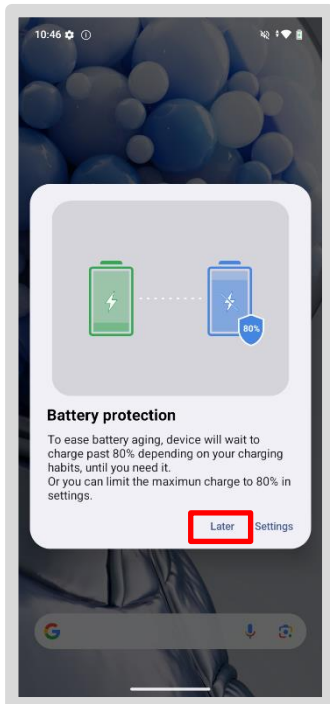


- When asked for your personal account, tap "Skip"
- With your personal account, you **do not** need to log in to the DB apps!



You will then be taken back to your home screen:

- If you are already prompted to configure battery protection settings at this point, first tap "Later"
- You can adjust this setting at any time later



- Swipe down from the top to see in the notifications whether any apps are still being downloaded or installed
- Tap on the notification to see how many apps still need to be installed
- Wait here for a while until all apps are installed

Note: if your device does not behave as described or display the screens shown in these instructions, reset it again. To do this, go to [Chapter 2 Start recovery: reset your smartphone/tablet](#)

Important!

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

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

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

5 Activate device – Create temporary access pass (TAP)

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

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

If you have already created an access pass:

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

For your information:

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

- You can reset your DB User password at db.de/passwort
- **Instructions on how to change your password** can be found at [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

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

5.1 Create temporary access pass (TAP)

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

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 chapter 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 if they have a DB smartphone/tablet (or iPhone/iPad) or a BKU/Basic Workplace computer. Go to:

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

Option 3 – Expert mode:

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

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

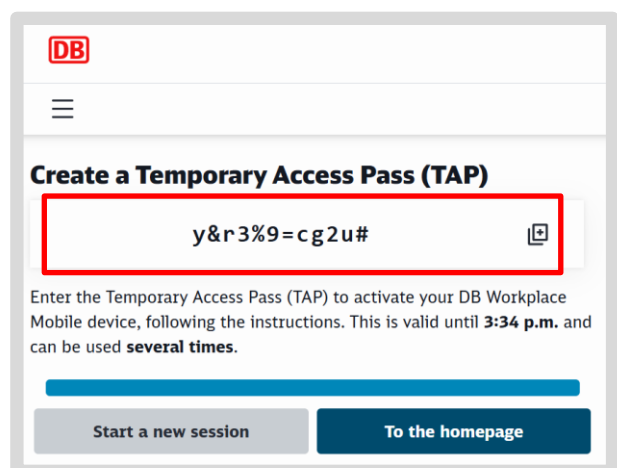
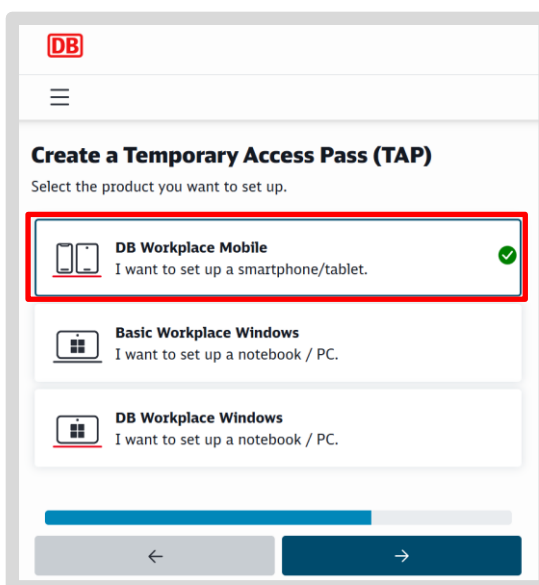
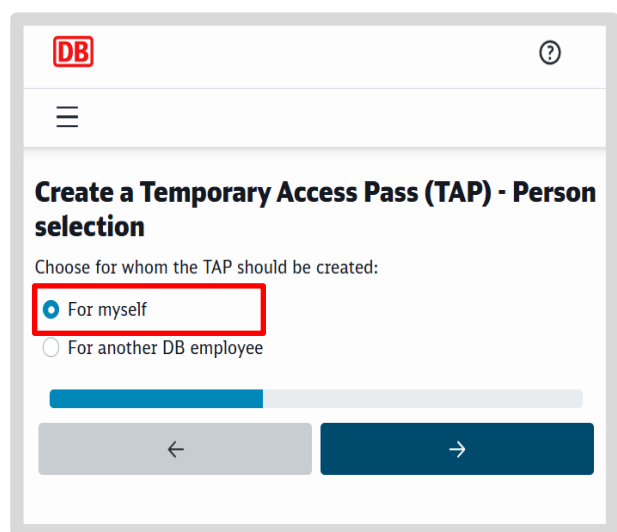
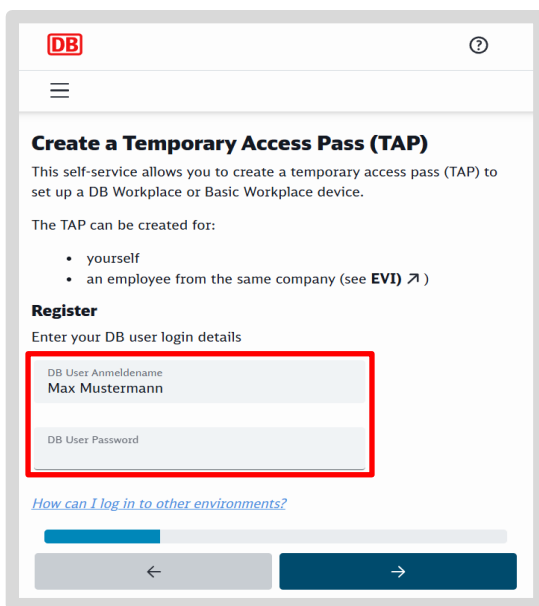
Please note: Your Tap is only valid for 60 minutes and for multiple smartphones/tablets!

If you still have the Welcome app installed:

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

If you do not have the Welcome app installed:

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



Important!

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

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

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

Important!

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

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

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

5.2 Create a temporary access pass for a colleague

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

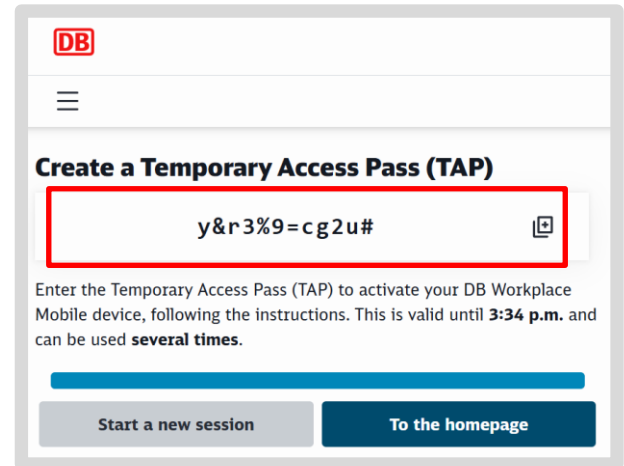
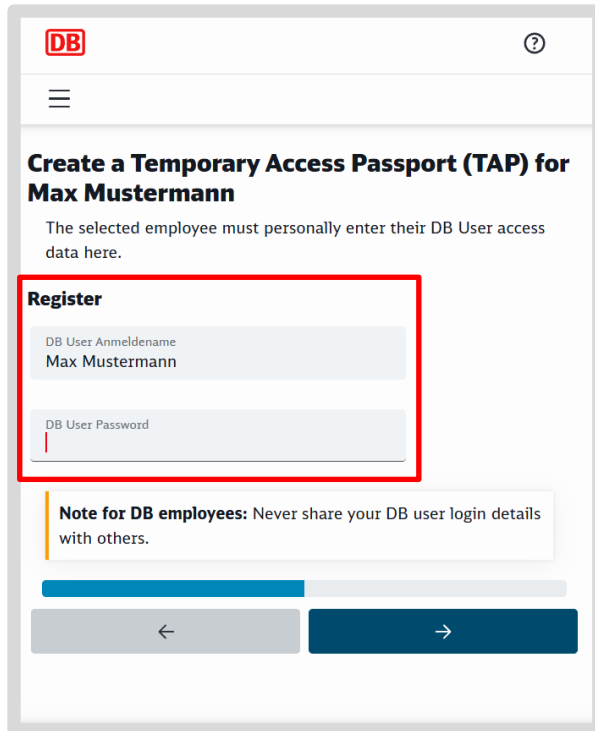
If you still have the Welcome app installed:

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

If you do not have the Welcome app installed:

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

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



- You will need it later for setup and activation in the Intune app
 - The colleague can now activate their smartphone/tablet in the Intune app
- > Proceed directly to Chapter 6 Activate device with the temporary access pass (TAP)

Important!

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


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

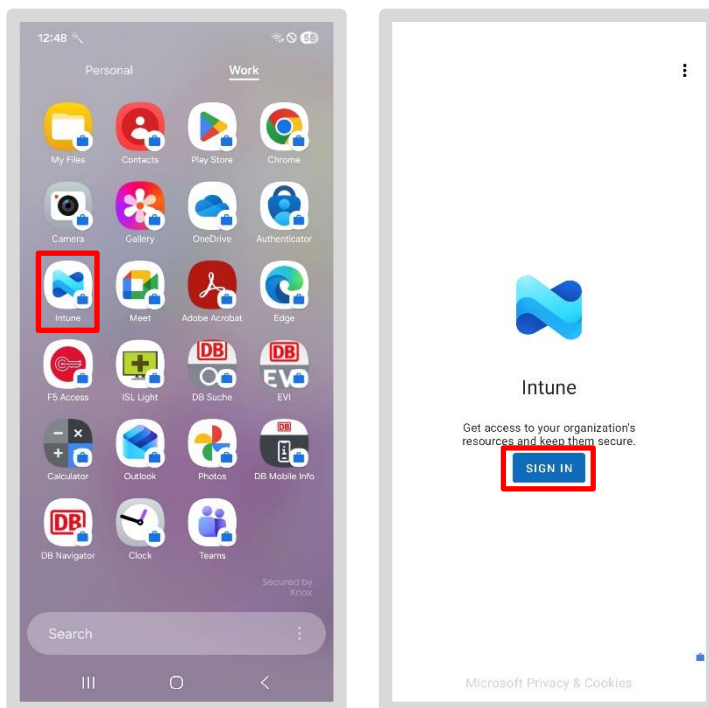
> Now go to Chapter 6 Activate device with the temporary access pass (TAP)

6 Activate device with the temporary access pass (TAP)

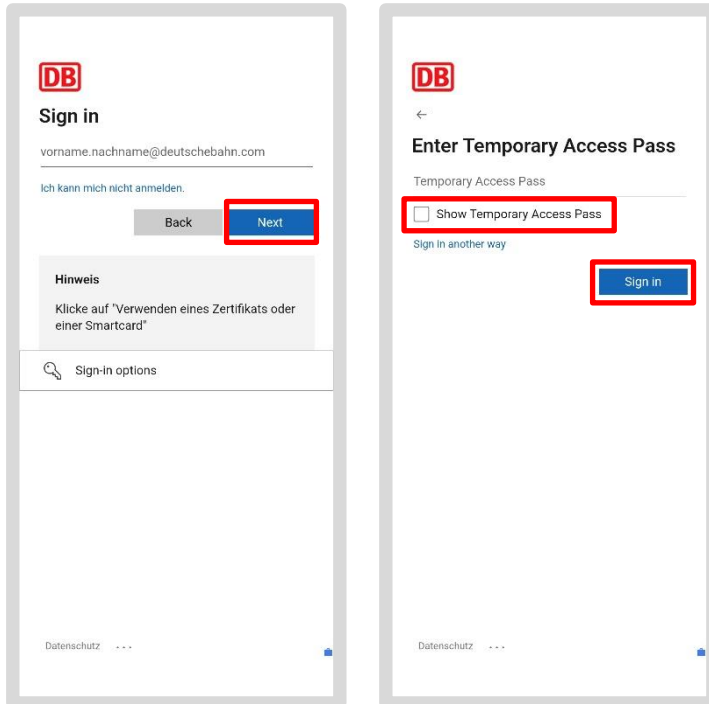
> **Note:** Check whether you have created and received a temporary access pass (TAP) as described in Chapter 5 Activate device – Create temporary access pass (TAP)!

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

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



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



Important: Only enter the temporary access pass in the Intune app!

If you receive an error message:

- Create a new temporary access pass and repeat the registration process as described in Chapter 5 Activating the device – Creating a temporary access pass (TAP)

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

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

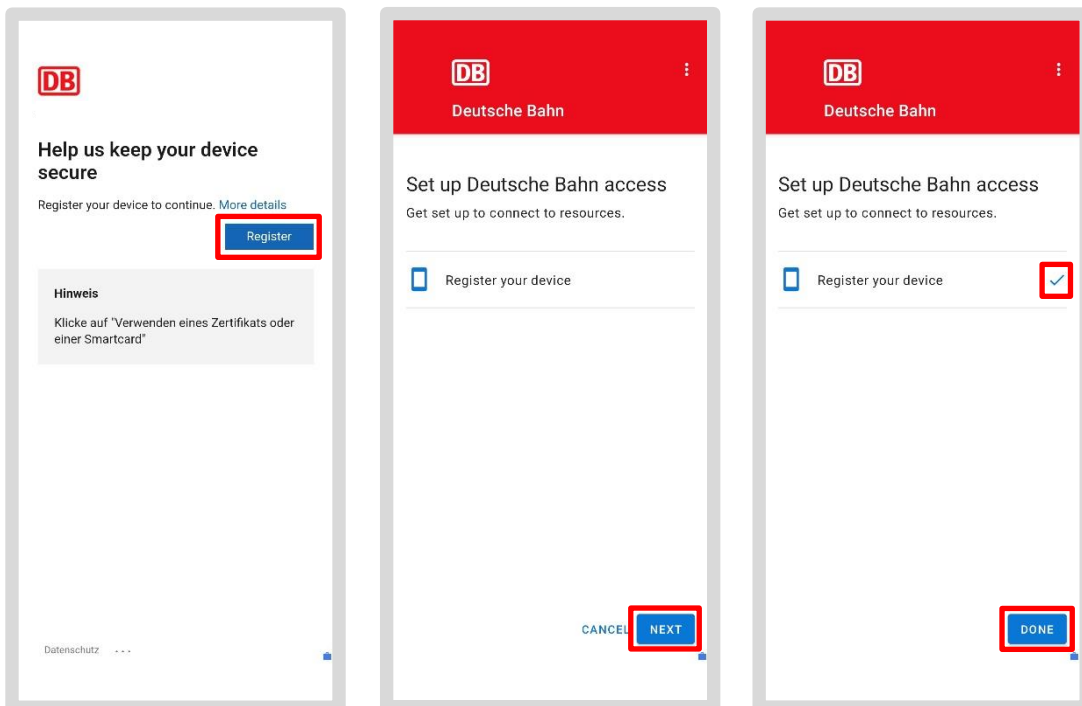
6.1 Setting up access to all DB apps and websites

Now access to the DB network will be set up:

- Tap on “Register” and then on “Next”
- When the check mark appears next to “Register device”, tap on the “Done” button

Please note: If the “Done” button does not appear, activation is not complete.

- Reopen the Intune app and go through the steps in chapter 6, Activating your device in the DB, step by step



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

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

6.2 DB Apps

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

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

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

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

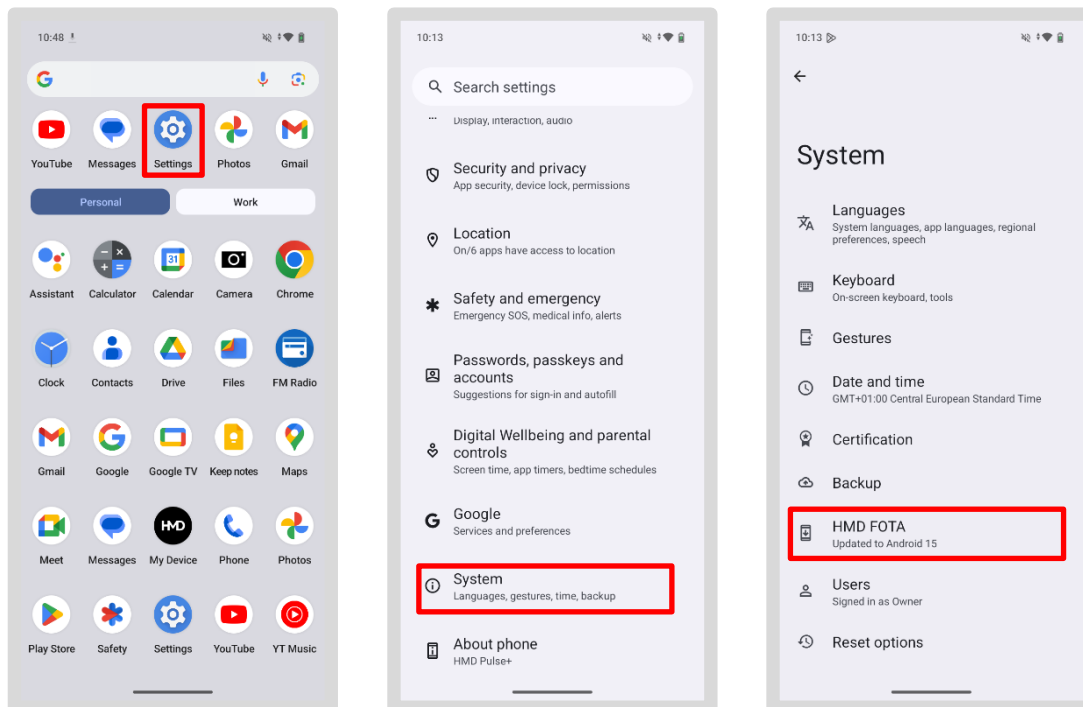
The **Welcome app** is **no longer** on the DB smartphone/tablet, but the **DB Mobile Info app** is available with all the information, useful links and data you need about your DB smartphone/tablet.

7 Required settings

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

7.1 Check for operating system updates

- Go to the "Personal"/"Private" section on your smartphone/tablet
- Tap on the "Settings" app
- Then scroll down and select "System"
- Now tap on "HMD FOTA"
- This will tell you whether an update is available and what type of update it is
- Perform any pending updates by tapping on "Install update"



7.2 Outlook

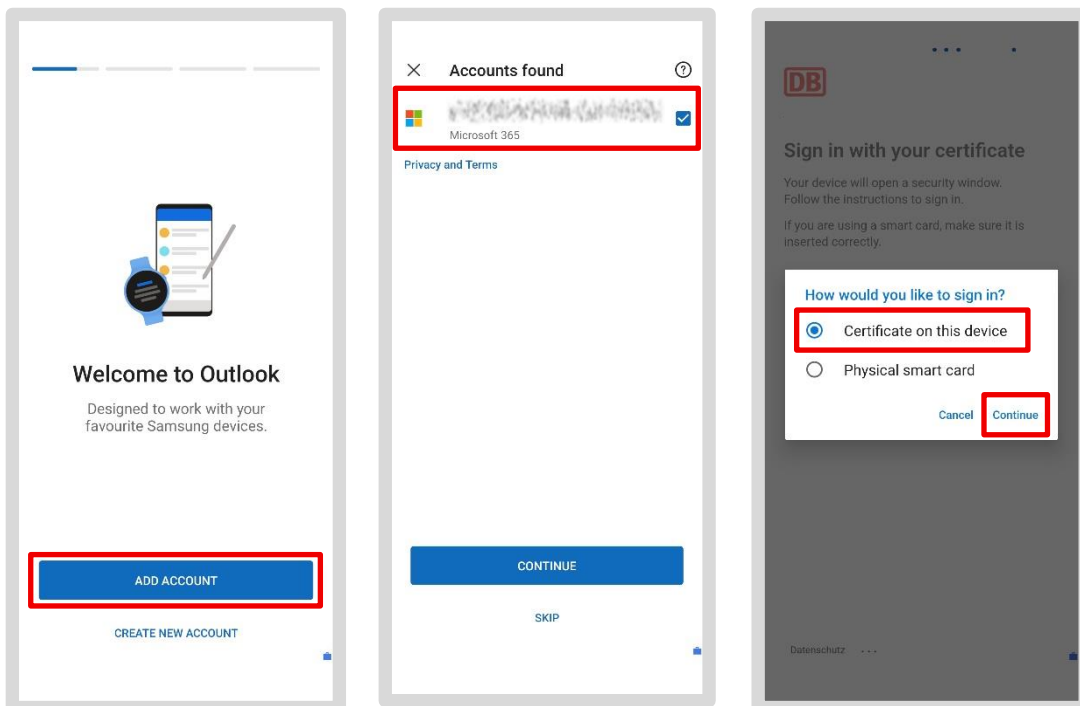
7.2.1 Set up Outlook/create an email account/set up email encryption

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

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

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

- If your temporary access pass is still valid, enter it here or create a new one as described in [Chapter 5.1 Creating a temporary access pass \(TAP\)](#)
- Alternatively, select the option "Certificate on this device" under "Select other login option"
- Tap on "Select" when prompted for the certificate



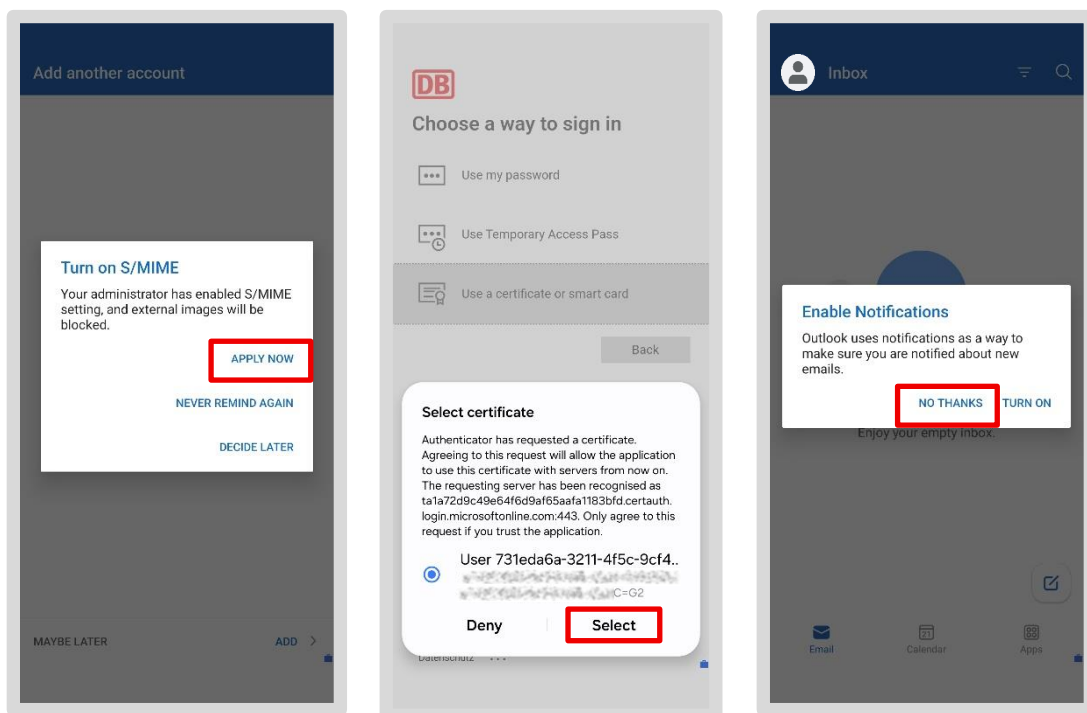
- If you wish to send particularly sensitive data (e.g. personnel information) by e-mail, you must also encrypt the content of the e-mail
- DB provides S/MIME encryption for this purpose
- Tap on "*Apply now*" when asked whether you want to activate S/MIME

This is followed by the certificate query. You can recognise the certificate that is valid for you as follows:

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

Your email account will now be set up:

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



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

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

7.2.2 Setting up an email signature

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

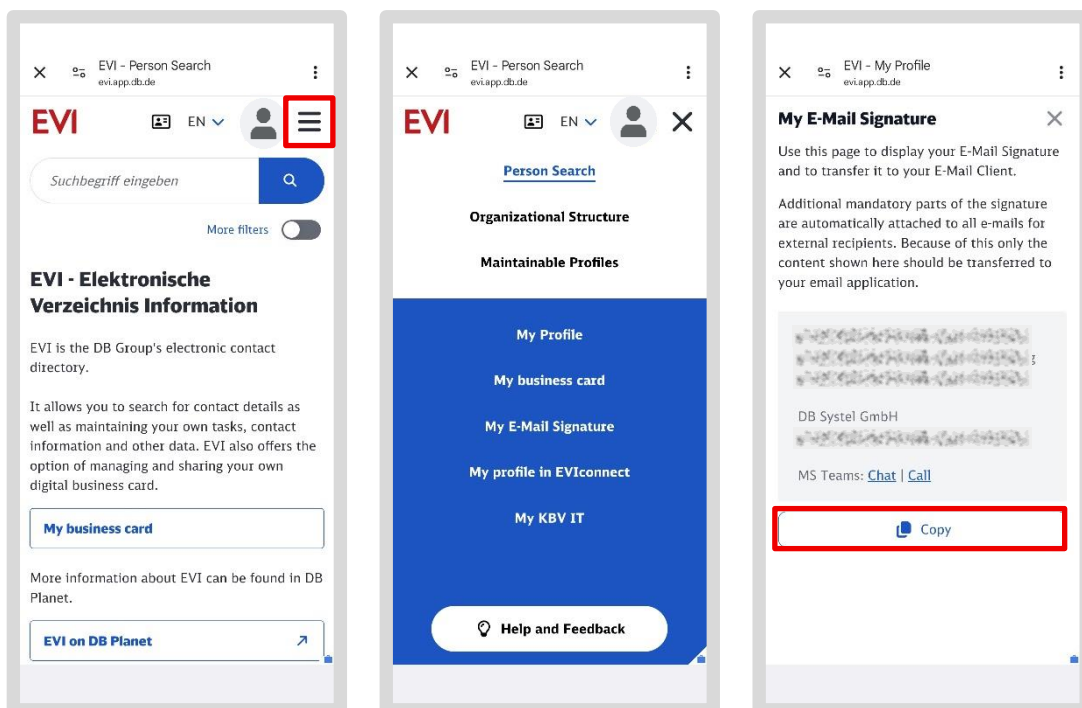
How to get your email signature from EVI:



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

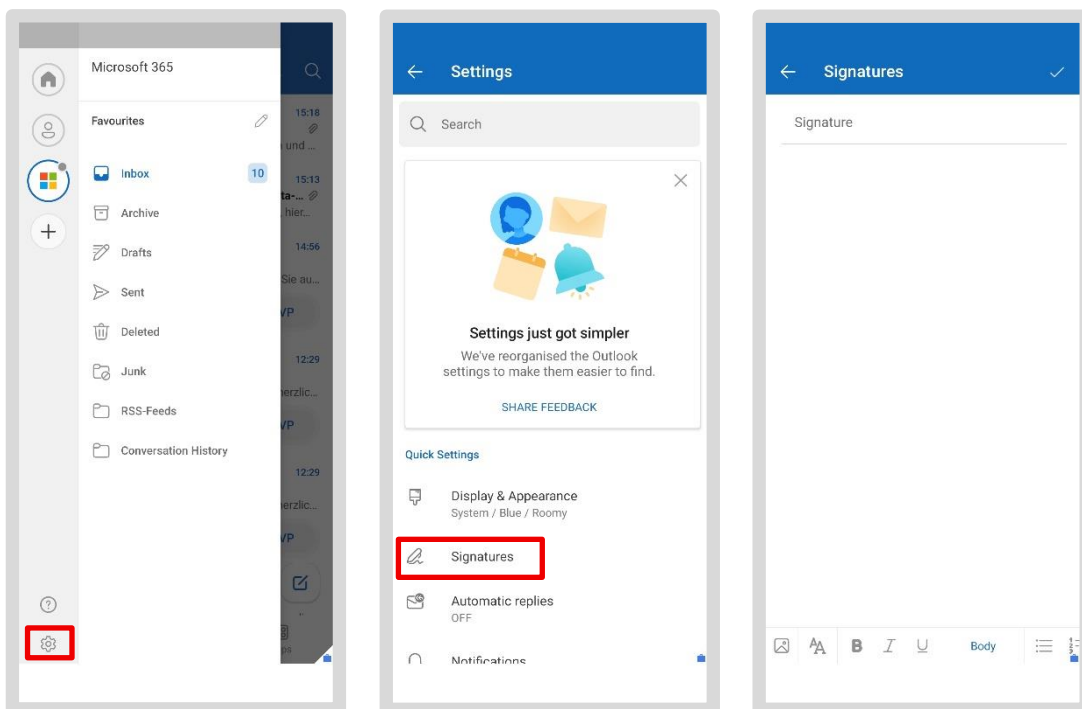
The new EVI view will open:

- Tap on the three lines next to your profile picture in the top right-hand corner
- Then tap on "My email signature"
- The "My email signature" page will open
- Your personal signature is displayed in the grey field. Copy it by tapping on the "Copy" field at the bottom
- Then close EVI



Paste the signature into Outlook:

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



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

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

7.2.3 Email synchronization – all emails always up to date

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

7.3 MS Defender App

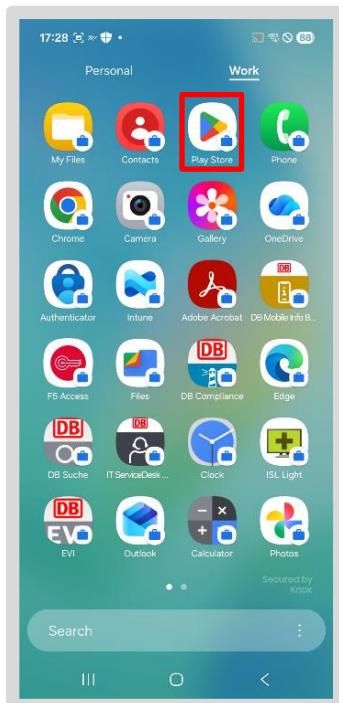
After activating Outlook and Teams, activate the "Microsoft Defender for Endpoint Mobile" app (MS Defender app for short) on your smartphone/tablet. The app protects against cyberattacks and scans existing apps for malicious software. To activate the protection, open the app once.

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

7.3.1 Set up the MS Defender app

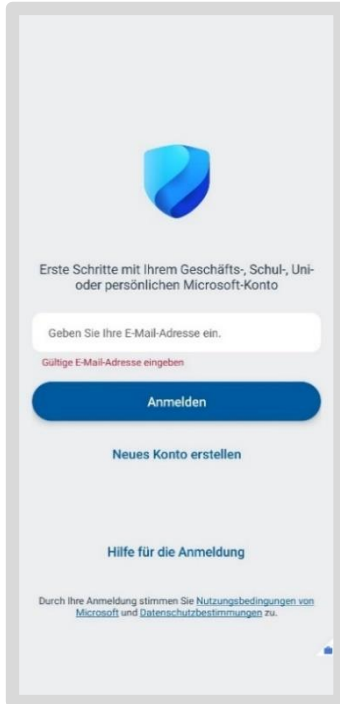
To set up the MS Defender app on your smartphone/tablet, you must perform the following steps:

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

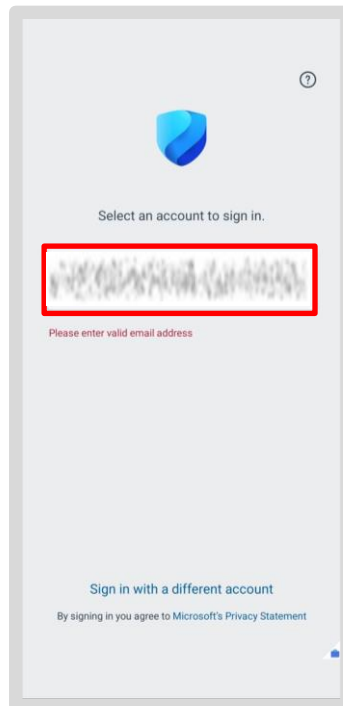
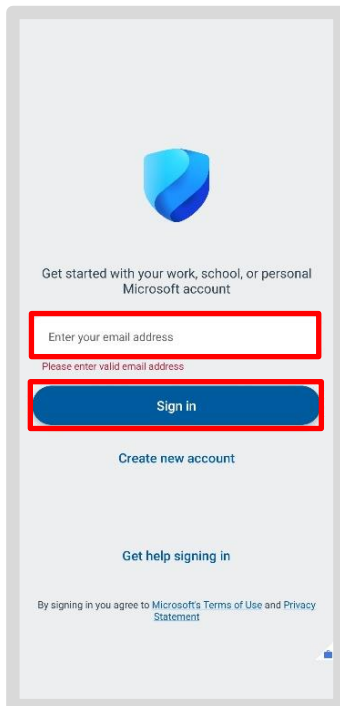


- Search for the app "Microsoft Defender: Antivirus" and tap on "install"

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



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

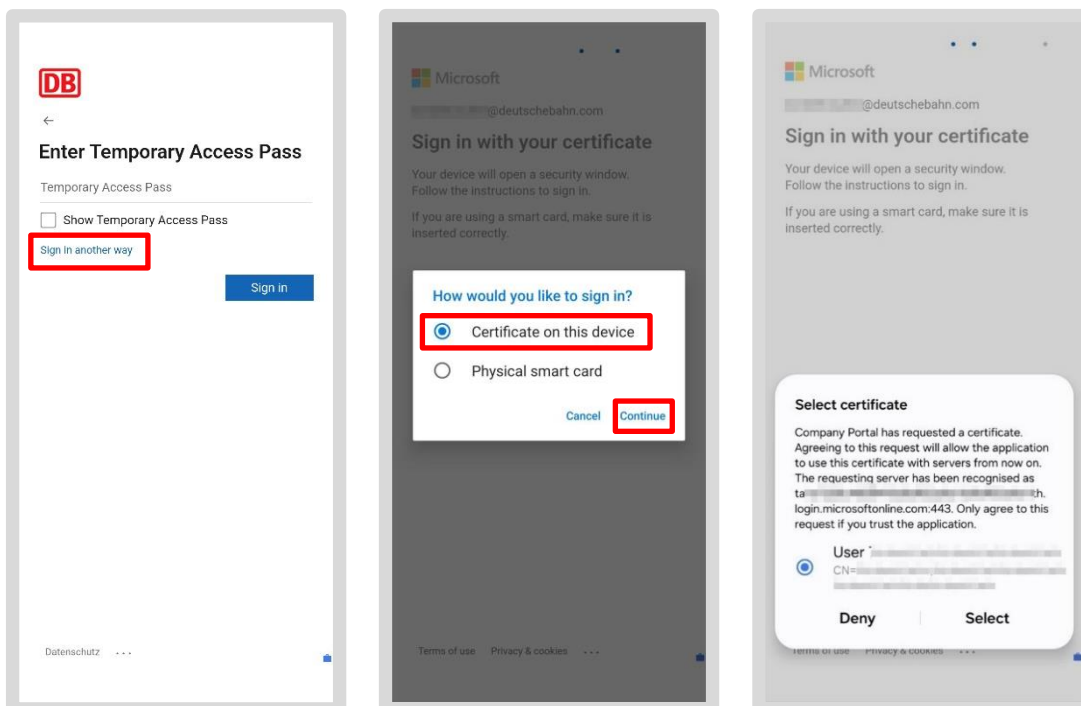


If you have activated your smartphone/tablet with the Intune app within an hour, you may be asked to enter your temporary access pass again here.

- Tap from "Sign in in another way"

Then go further:

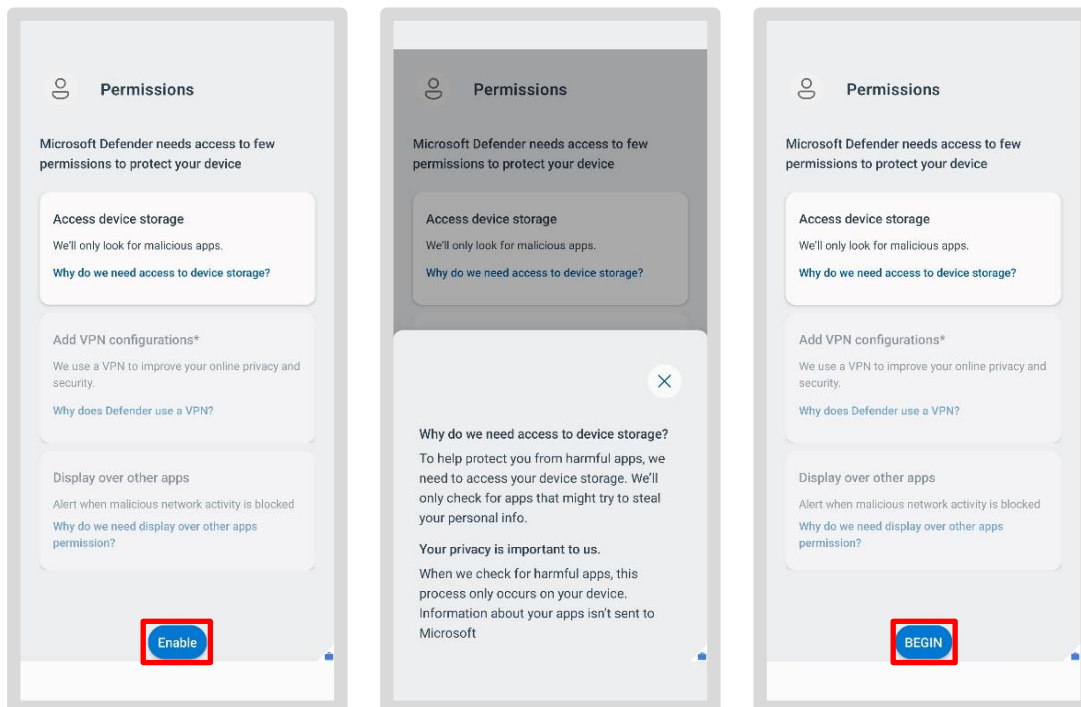
- Tap "Certificate on this device" when prompted and tap "Next"
- Select the certificate



7.3.2 Grant permissions

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

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

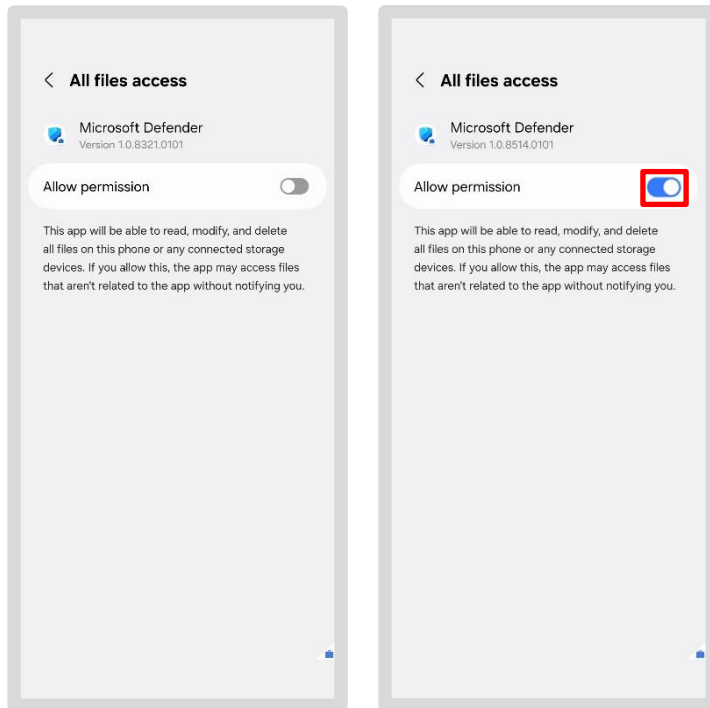


Background information on permissions:

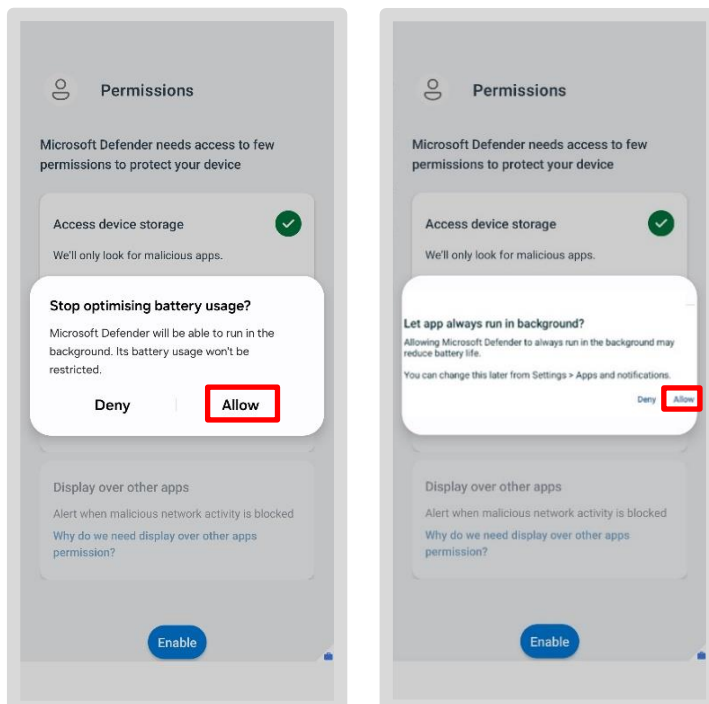
These authorisations are required for the application to function properly and to ensure security on your device.

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

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



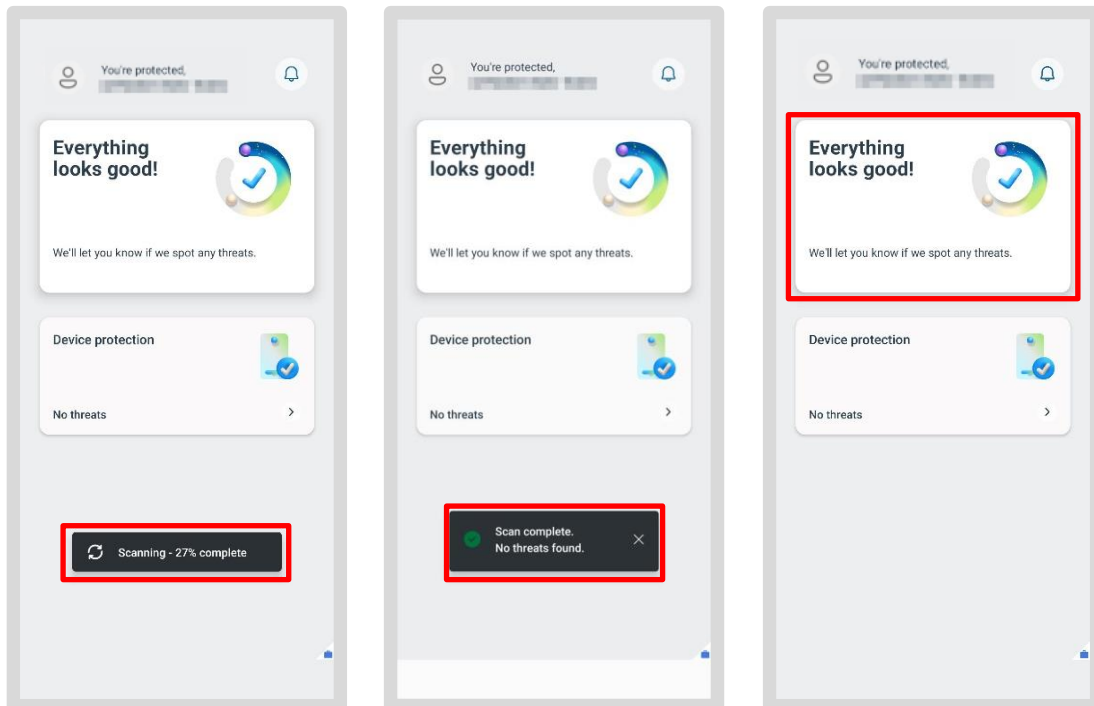
- Tap "Allow" for all the following queries



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

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

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



Congratulations!

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

7.4 DB M 365

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

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



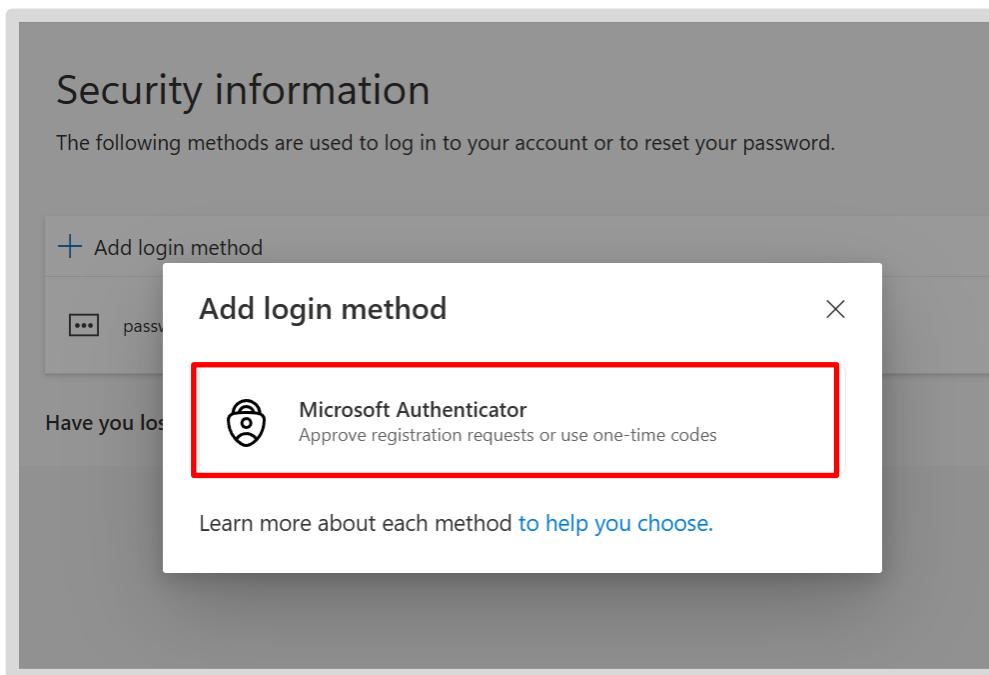
- Then tap on *"Install"*. The app will now be downloaded and appear in your *"Work/Business"* area
- When you open a file, the app will open automatically

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

7.5 Reactivating the Microsoft Authenticator app

If you have used the Authenticator app, proceed as follows:

- Tap on db.de/authenticator on your BKU or Basic Workplace computer
- Tap the "plus icon" and the "Add sign-in method" button
- A dialogue box will open; select "Microsoft Authenticator"



- Switch to your smartphone/tablet and open the Microsoft Authenticator app
- Open this page for [step-by-step instructions](#), tap on the "Instructions for setting up MFA" 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**, reactivate the app in the websites

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

Congratulations!

You have successfully restored your work smartphone/tablet!

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

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

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