DB Systel

Quick guide

to the initial setup of a DB smart-phone/tablet such as Samsung, Nokia or HMD with Microsoft Intune

plus *Restore*

Here you will find brief instructions on how to set up or restore your smartphone or tablet.

October 2026

Getting started

1. First check

You should have received the following:
- Smartphone/tablet
- Protective case
- Delivery note
- Sent by Vodafone: SIM card letter

Leave your old smartphone/tablet on or do not reset it yet. You may still need it for point 7.

2. Is everything there?

- Has the correct smartphone or tablet been delivered?
- Compare with the order or ask the cost centre manager or mobile phone officer

3. Inserting the SIM card

- Open the SIM card slot using the tool provided
- Insert the SIM card into the card holder and push it back into the smartphone/tablet

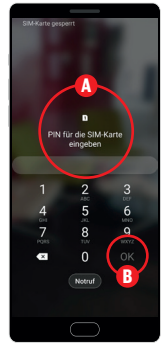
4. Switching on your device

The smartphone/tablet will ask you for a PIN A

Enter the SIM card PIN and confirm with OK B

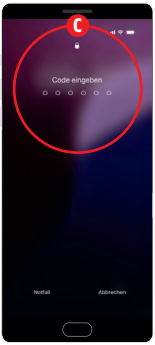
5. Changing the screen lock

- Next, unlock your smartphone/tablet
- You will be prompted to enter a password, known as a screen lock
- Now enter the following password: ***DB-Device2019***
- Tap *OK* C



Change the password to make your smartphone/tablet secure!

Proceed as follows:
- Open the *Setting* app in the *Personal/Private* area
- Tap on *Lock screen* and select *Screen lock and biometrics*
- Enter your current screen lock (***DB-Device2019***)
- Then select the desired method, e.g. *PIN*
- Enter a new password or PIN. Remember it well!



Please note: The screen switches off after a short time. Do not leave a long pause between inputs.
Once you have entered and confirmed the password, you will see the home screen of your new smartphone/tablet.

6. Summary "daily switch-on"

In future, every time you switch the smartphone/tablet off and on again, you will need to do the following:
- Unlock the SIM card with the SIM PIN from the Vodafone SIM card letter
- Unlock the smartphone/tablet with your personal PIN or password

7. Activating your smartphone/tablet: Temporary Access Pass (TAP) via the IT ServiceDesk app

After connecting to the internet, create the Temporary Access Pass (TAP), which is required for activation in the DB network.

Please note: You cannot create a Temporary Access Pass (TAP) with the new DB smartphone/tablet.
There are two options for this:

a) Use your old smartphone/tablet or you also have a BKU system computer or a computer with DB Workplace Windows

b) A colleague from the same company (e.g. DB Vertrieb GmbH or DB Fernverkehr AG) supports you if they have a DB smartphone/tablet or a DB Workplace Windows or Mac.
The colleague can be on site or support you in a meeting via Teams

Then carry out the following steps:

- If you are using a computer: Enter ↗ **db.de/tap** in your browser or open the *IT ServiceDesk* app. Go to *Self Services & Links*. Tap *Create temporary access pass (TAP)*
- If you are using your old smartphone/tablet: Open the *DB Mobile Info* app, go to the *Service* tab and tap on *Temporary Access Pass (TAP)*. This opens the *IT ServiceDesk* app. You can create the Temporary Access Pass (TAP) right away.

Proceed as follows for selected smartphones/tablets:
There are two options:

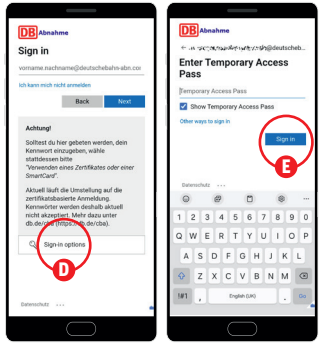
a) Select the option *For myself* and enter your DB User in the next step

b) For your colleague(s): select the option *For another DB employee*:
   - Select the right person, confirm identity
   - Let the colleague use the computer
   - The DB colleague enters his/her DB User password

- The Temporary Access Pass (TAP) is then displayed
- Enter the TAP into your smartphone/tablet immediately. The Temporary Access Pass (TAP) is valid for 60 minutes and for several smartphones/tablets

8. Activating the smartphone/tablet: Microsoft Intune app

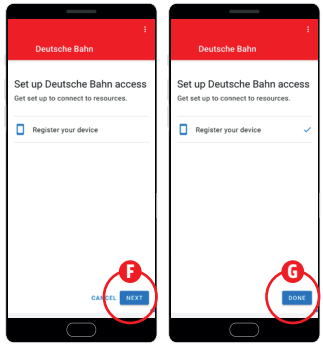
- Open the *Intune* app and tap *Log in*
- Enter your DB User e-mail address (not your DB User login name) and tap *Next* D
- Enter the Temporary Access Pass and tap *Log in* E
- If the activation did not work: Create a new Temporary Access Pass (TAP) from and log in again in the Intune app



9. Setting up access to all DB apps and websites

Access to the DB network is set up.

- Tap *Register* and then tap *Next* F
- When the tick appears next to *Register device*, tap the *Done* G button
- You will then need to load and install a number of DB apps. The duration of activation depends on the network connection



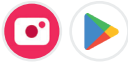
10. MS Defender: activation required

- Open the app. If it is not on your smartphone/tablet, install the app from the DB Google Play Store
- Sign in with your work email address
- Allow all permissions and wait for the scan to finish
- As soon as a green check mark appears, your device is protected and no threat has been detected. If no green check mark appears, go to ↗ **db.de/questions**

11. Work apps

You will find them all in the Work section.
Whether an app is work-related is indicated by a briefcase icon in the bottom right-hand corner

Work apps
Some work apps (DB apps) are already pre-installed on your smartphone/tablet. Download all others from the DB Google Play Store.



Personal apps (incl. Google Play Store, Gallery)
Apps für den privaten Gebrauch können bei Bedarf installiert werden. Lege dir dafür ein Google Konto an oder nutze dein bereits bestehendes.

Only use work apps for work-related activities!
Some apps are available for both work-related and personal use. Think carefully before deciding which one you use for any particular purpose.

Exceptions:
The phone app can be used for both work-related and personal calls. When making a work-related call, tap your work Contacts app, select a work contact and tap the handset icon.

Restoring

12. Resetting to factory settings and setting up again

If there are problems with the smartphone or tablet or if you want to reset it, a factory reset is helpful. Please note that all settings and apps will be deleted from your smartphone or tablet.

You can find more information on data storage here:
↗ **mobileworkplace.deutschebahn.com/mobile-daten-sichern**
You can find information on resetting your device here:
↗ **db.de/mobile-restore**
You can find video instructions at:
↗ **db.de/mobile-videoanleitung**

Cancellation and return

13. Cancelling your smartphone/tablet

If your smartphone/tablet is no longer needed, open ↗ **db.de/digitalshop**. Go to *Inventory Data*. Choose *Mobile Devices*.

- Tap on the mobile device you no longer need
- Tap *Perform inventory action*
- Select *Mobile device* ▸ *Cancellation* in the menu
- The subsequent confirmation e-mail will contain all further steps that still need to be taken

14. Returning an old DB smartphone or tablet:

After you have cancelled your DB smartphone or tablet, you can return it using the enclosed return label. Or request its return via the Return portal at ↗ **db.de/itverwertung**. Follow the instructions given there.

App for all questions relating to the smartphone/tablet

15. DB Mobile Info app

You can find useful links to apps or websites, instructions for setting up, restoring, migrating, or news and information relating to your DB smartphone/tablet via the *DB Mobile Info* app. Put it on your home screen right away.

Important links

Saving data such as contacts, photos or files
↗ **mobileworkplace.deutschebahn.com/mobile-daten-sichern**

Want to quickly create the Temporary Access Pass (TAP)?
↗ **db.de/tap**

You have questions about setup, how to change a password, signatures in e-mails, or about Office 365 in general?
↗ **db.de/mobile-setup**

Do you want to restore or reset your smartphone/tablet?
↗ **db.de/mobile-restore**

Click here to access the knowledge platform for the digital workplace
↗ **db.de/itfit**

The IT ServiceDesk is your first point of contact if your device is defective or lost:

IT ServiceDesk
Tel. 91 5555 (internal) | Tel. 0361 430 8200 (external)
it.service.desk@deutschebahn.com

DB Cargo
Tel. 91 7777 (internal) | Tel. 00800 327978 35 (external)
IT ServiceDesk DB Cargo
helpdesk.db.cargo.de@deutschebahn.com

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