



Operating system version iOS 26.5

Migration iPhone/iPad

DB Workplace Mobile

DB Systel GmbH | 15 August 2026

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1 The migration process at a glance

The entire migration process to DB Workplace Mobile is summarised here:



Technical migration preparation

- **Reminder email** one day before the scheduled date, confirming that the migration can begin



Personal migration preparation

- Take screenshots or make notes of your specialist apps; these will need to be downloaded again
- If you use the Authenticator app:
> see [section 2.1 Authenticator app – optional](#)



Start migration

- **After receiving the migration email:**
The following day, a notification will appear on your iPhone/iPad
> see [Chapter 2 Start migration](#)



Migration to DB Workplace Mobile

- **Create and make a note of** the temporary access pass (TAP)
> see [Chapter 4: Create a Temporary Access Pass \(TAP\)](#)
- **Activate** the iPhone/iPad Microsoft Intune Company Portal app, or *Company Portal* app for short
> see [Chapter 5: Activate device: Company Portal App](#)
- **Any iPhone/iPad that has not been migrated during this period** must be restarted after the expiry date – and in some cases re-stored. This may result in the loss of work and personal data

Important!

Your iPhone/iPad is not yet connected to DB Management (Intune).

Only enter the **temporary access pass (TAP)** in the *Company Portal* app.

Outlook or Teams are not the right apps for this!

Follow these instructions step by step!

2 Start migration

You can initiate the migration to the Intune management system yourself, and you can also choose when you want to carry out the migration.

Here's how it works:

- You will receive an email informing you of the date (e.g. 15 June 2026) from which you can start the migration. The migration period lasts **up to four weeks**
- The following day, a notification titled “Registration required” will appear on your iPhone/iPad
- You can decide for yourself whether you want to start the migration **immediately** or **at a later date** within the migration period

2.1 Authenticator app – optional

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

- The *Authenticator* app **cannot** be **used** during migration!
- No further steps are required
- After the migration, the app must be reactivated; this is described in [Chapter 6.4 Reactivating the Microsoft Authenticator App](#)
- If you need to use the *Authenticator* app during the migration, use another smartphone or tablet to connect it to the *Authenticator* app. To do this, follow the step-by-step guide:
 - > [Setting up multi-factor authentication \(MFA\)](#)

2.2 Disabling Lockdown Mode – optional

If you have enabled Lockdown Mode on your iPhone/iPad, you must disable the mode before the migration.

- > To do this, go to the [Apple Support page](#) and disable the mode

2.3 Creating a Temporary Access Pass (TAP) – Expert mode

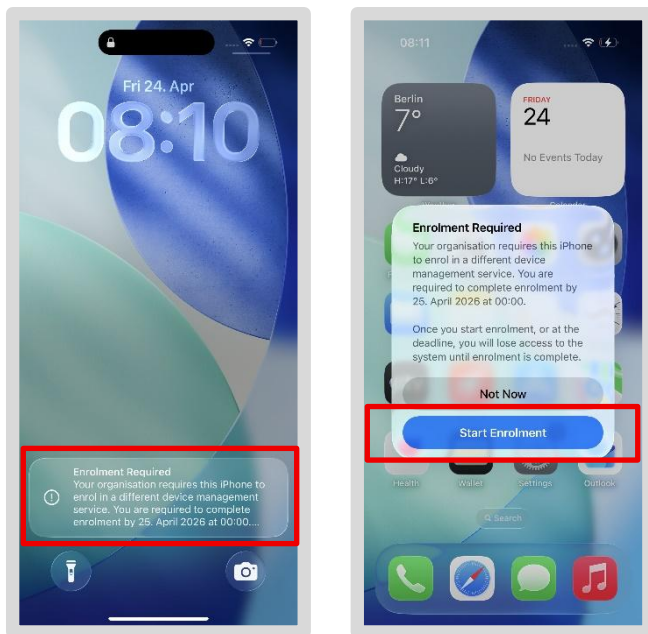
If you only have a DB iPhone/iPad and can reset your device without assistance, create the Temporary Access Pass (TAP) before resetting it.

- > To do this, go to [Chapter 4: Creating a Temporary Access Pass \(TAP\)](#)
- Then start the migration

2.4 Start migration immediately after the notification

To start the migration immediately, proceed as follows:

- Tap the notification and then tap “*Start registration*” in the dialogue box that appears
- > Go to Chapter 3: Register iPhone/iPad in the DB

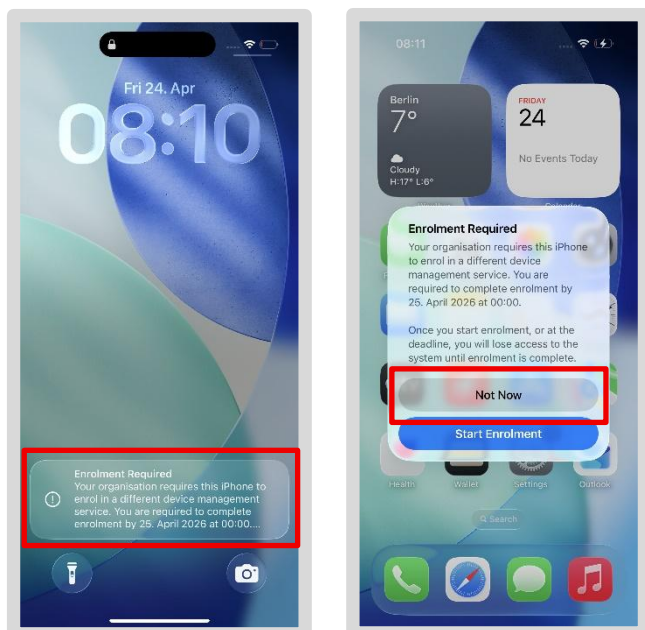


2.5 Start migration for a later migration period

If now is not a convenient time for you to migrate your iPhone/iPad, proceed as follows:

- Tap on the notification and then tap “*Later*” in the dialogue box that appears
- You will see the notification on the home screen of your iPhone/iPad every day until the deadline

> Go to Chapter 3: Register your iPhone/iPad in the database

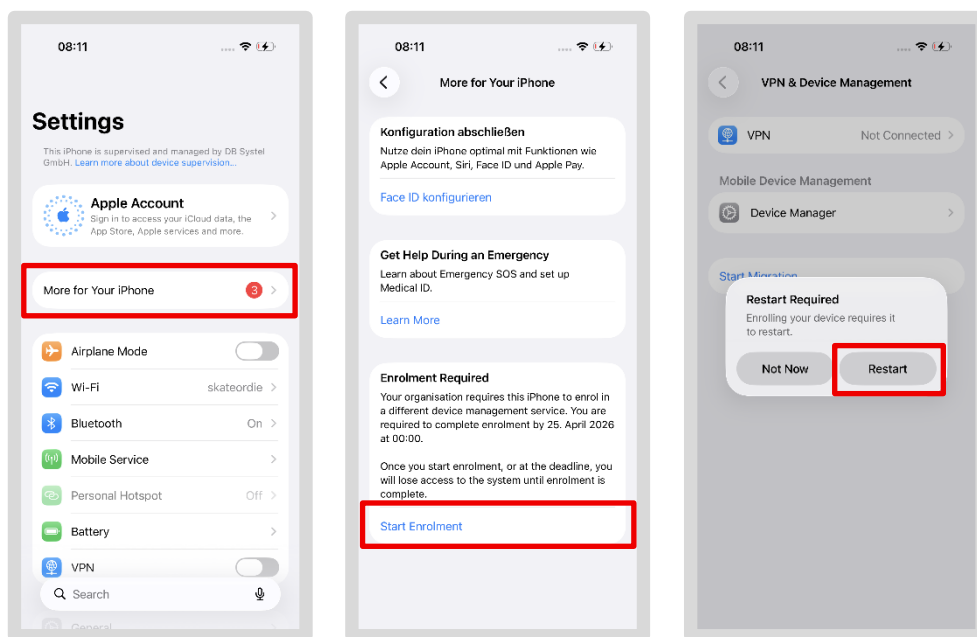


2.6 Start migration during the migration period

If you do not wish to wait for the daily notification but would like to migrate without the notification proceed as follows:

- Open the *Settings* app
- Tap on “Registration required” and then on “Start registration”
- Tap “Restart” to restart your device

> Go to Chapter 3: Registering your iPhone/iPad in the DB



> **Note:** If you have received an email but no notification appears and you do not see a ‘Registration required’ prompt on your iPhone/iPad, please create a ticket in the IT ServiceDesk app, as described in DB Questions.

3 Registering your iPhone/iPad with DB

In the next step, your DB iPhone/iPad must be reconnected to DB Management (Intune).

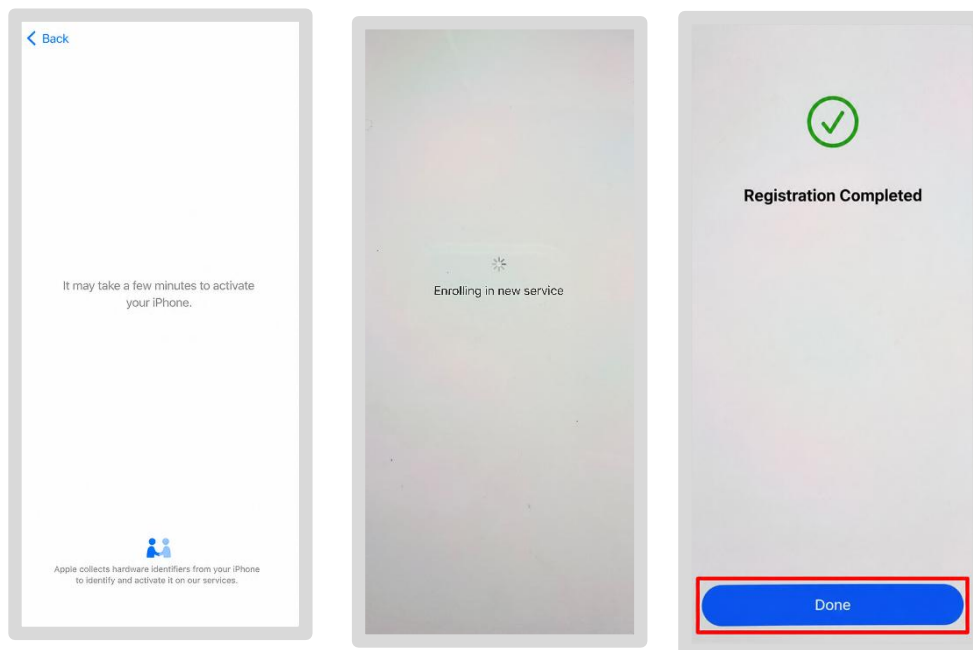
- Confirm the following prompts by selecting “Register this iPhone”



3.1 Perform configuration

In this step, your iPhone/iPad will receive the enterprise configuration. This process may take a few minutes.

- Then tap “Done”



4 Create a temporary access pass (TAP)

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

- a valid Temporary Access Pass (TAP) – db.de/tap
- your DB username and DB password
- Microsoft Intune- *Company portal app*, short *Company portal 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.

- > You can reset your **DB User password** at db.de/password
- > You can find instructions on how **to change your password** 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 or open the *IT ServiceDesk App* and tap on “My Profile”

4.1 Create a temporary access pass (TAP)

- > **Note:** You can find a video guide at db.de/mobile-videoanleitung

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

Option 1:

You have a **second iPhone/iPad** or a DB Workplace Windows or Mac device that is already logged into the DB Management. In this case, stay in the current section and continue 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:

- > [Chapter 4.1 Create a temporary access pass for a colleague](#)

Option 3 – Expert mode:

You **only** have an **iPhone/iPad** 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 5 Activate device: Company Portal app](#)

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

Using the Welcome app on your iPhone/iPad, proceed as follows:

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

Via your DB Workplace on Windows or Mac:

- Open your default browser
- Go to 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 **valid for 60 minutes and can be used on multiple smartphones/tablets**

DB

Create a Temporary Access Pass (TAP)

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

The TAP can be created for:

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

Register

Enter your DB user login details

DB User Anmeldenname
Max Mustermann

DB User Password

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

← →

DB

Create a Temporary Access Pass (TAP) - Person selection

Choose for whom the TAP should be created:

☒ For myself

☐ For another DB employee

← →

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

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

DB

Create a Temporary Access Pass (TAP)

Select the product you want to set up.

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

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

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

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

DB

Create a Temporary Access Pass (TAP)

y&r3%9=cg2u#

Enter the Temporary Access Pass (TAP) to activate your DB Workplace Mobile device, following the instructions. This is valid until **3:34 p.m.** and can be used **several times**.

Start a new session To the homepage

Important!

The **TAP** may only be entered in the
entered in **the**
, even if you are asked to do so in another DB
app or on another device

- You can now activate your iPhone/iPad in the *Company Portal* app
- > Go straight to Chapter 5: Activate device: Company Portal app

Important!

Your iPhone/iPad is not yet connected to the
DB Management!

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

To do this, follow the step-by-step instructions in
> Chapter 5: Activate device: Company Portal app

4.2 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 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

The left screenshot shows the 'Create a Temporary Access Pass (TAP)' screen. It includes a title, a description, and a list of who the TAP can be created for. Below this is a 'Register' section with a red box highlighting the input fields for 'DB User Anmeldename' (Max Mustermann) and 'DB User Password'. The right screenshot shows the 'Create a Temporary Access Pass (TAP) - Person selection' screen. It has a red box highlighting the search results for 'Max Mustermann' and the confirmation checkbox 'I confirm that I have established the employee's identity.'.

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

or

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

Note: You will need it to set up and activate the *company portal app*!

The left screenshot shows the 'Issue a Temporary Access Pass (TAP) for Lisa Mustermann' screen. It includes a 'Sign in' section with fields for 'DB user login name' (filled with 'Lisa Mustermann') and 'DB user password'. Below this is an 'Important note for recipients' and a progress bar. The right screenshot shows the 'Create a Temporary Access Pass (TAP)' screen, displaying the generated TAP 'y&r3%9=cg2u#' in a red box. It also includes instructions on how to use the TAP and buttons for 'Start a new session' and 'To the homepage'.

- The colleague can now activate their smartphone/tablet in the *Company Portal app*
- > Go straight to [Chapter 5: Activate device: Company Portal app](#)

Important!

Your iPhone/iPad is not yet connected to the DB network!

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

To do this, follow the step-by-step instructions in

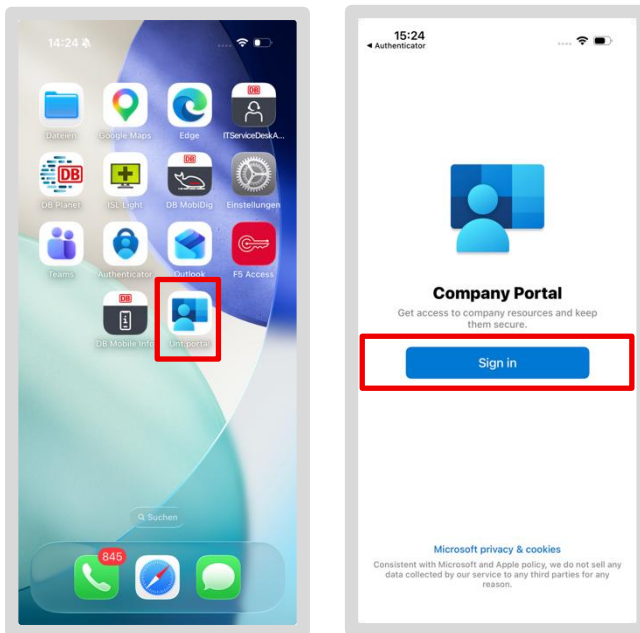
> [Chapter 5: Activate device: Company Portal app](#)

5 Activate device: Company Portal app

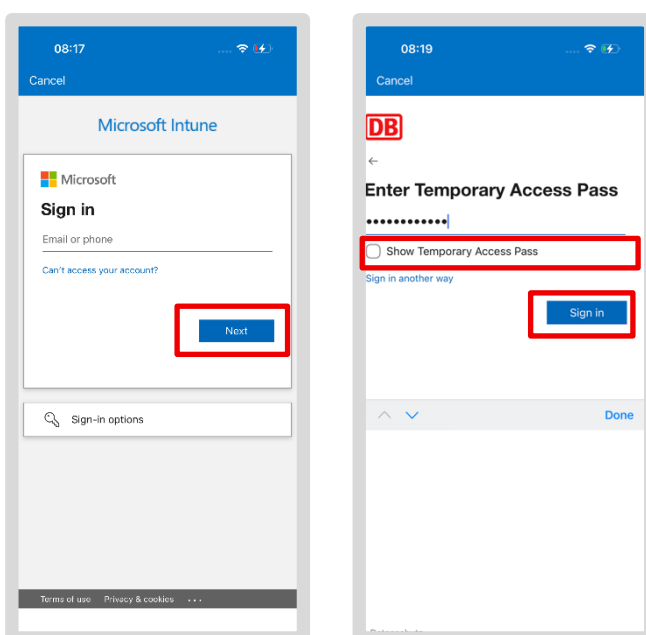
> **Note:** Check that you have created and received a temporary access pass (TAP) as described in Chapter 4: Create a temporary access pass (TAP)!

> **Note:** A video tutorial on this can be found here: db.de/mobile-videoanleitungen

- Open the *Company Portal* app (Comp. Portal)
- Then tap the “Log in” button



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



If you receive an error message:

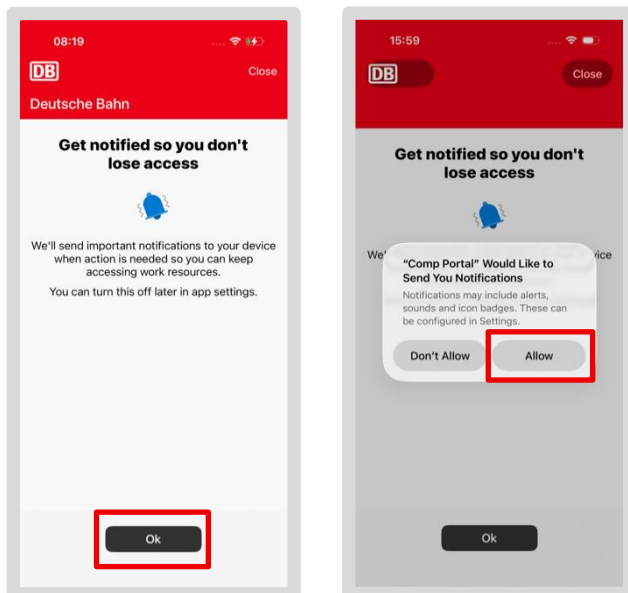
- create a new temporary access pass and repeat the login process as described in [Section 4.1 Creating a temporary access pass \(TAP\)](#)
- > Continue to [Chapter 5.1 Setting up access to all DB apps and websites](#)

5.1 Set up access to all DB apps and websites

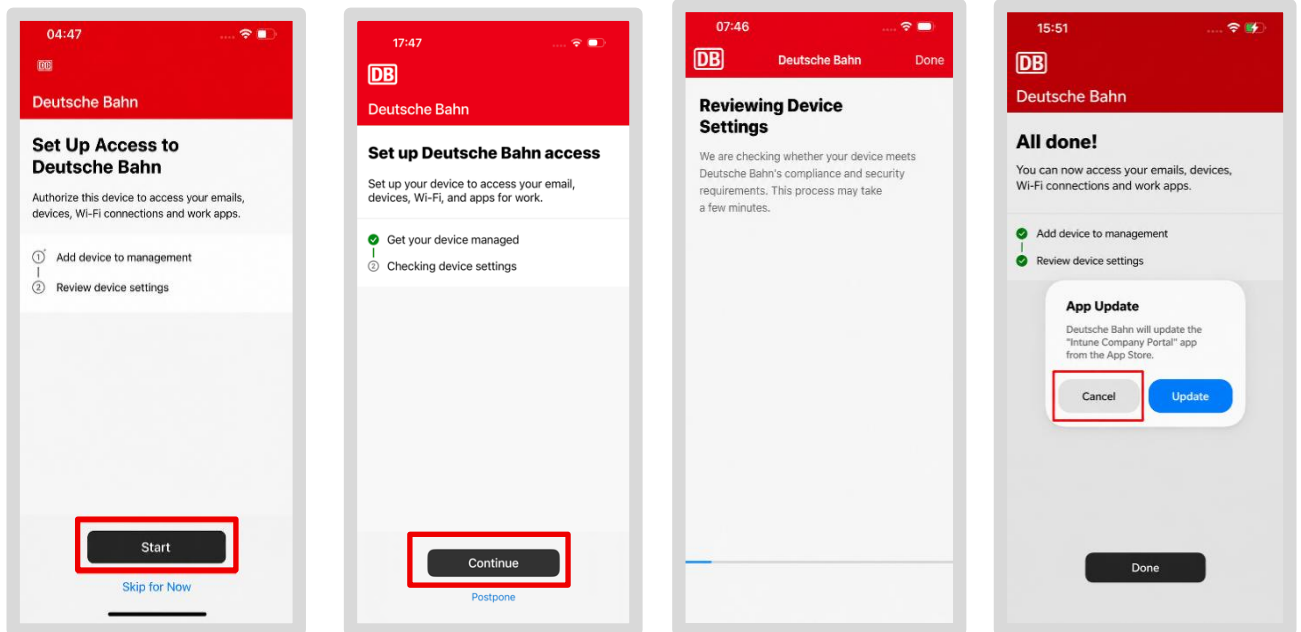
Note: It may take between 5 minutes and 1 hour for the certificates to be issued. Only then will you be able to use your apps such as *Outlook*, *Teams*, etc.

Important: Stay with your iPhone/iPad throughout all the steps, otherwise your iPhone/iPad won't set itself up in the Company Portal app and you won't be able to work!

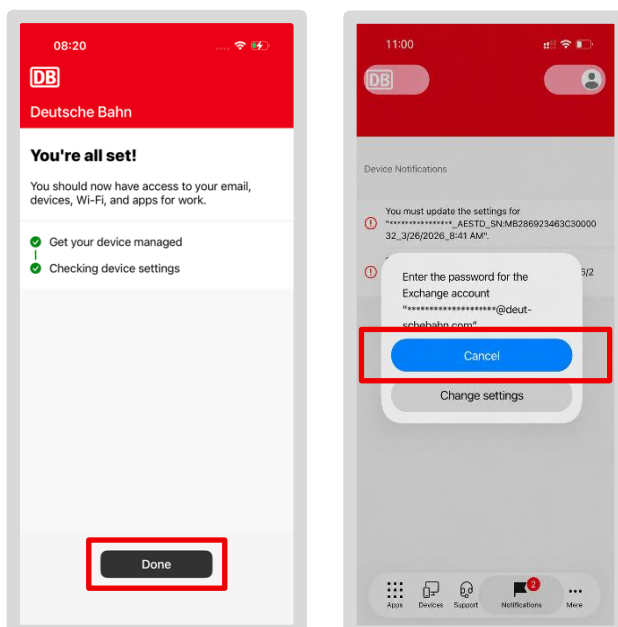
- When prompted to receive notifications, tap “OK”
- Then tap “Allow” in the dialogue



- Tap 'Start' to access DB Management
- Then tap 'Continue'
- Tap 'Cancel' for the following prompts, then tap 'Done'



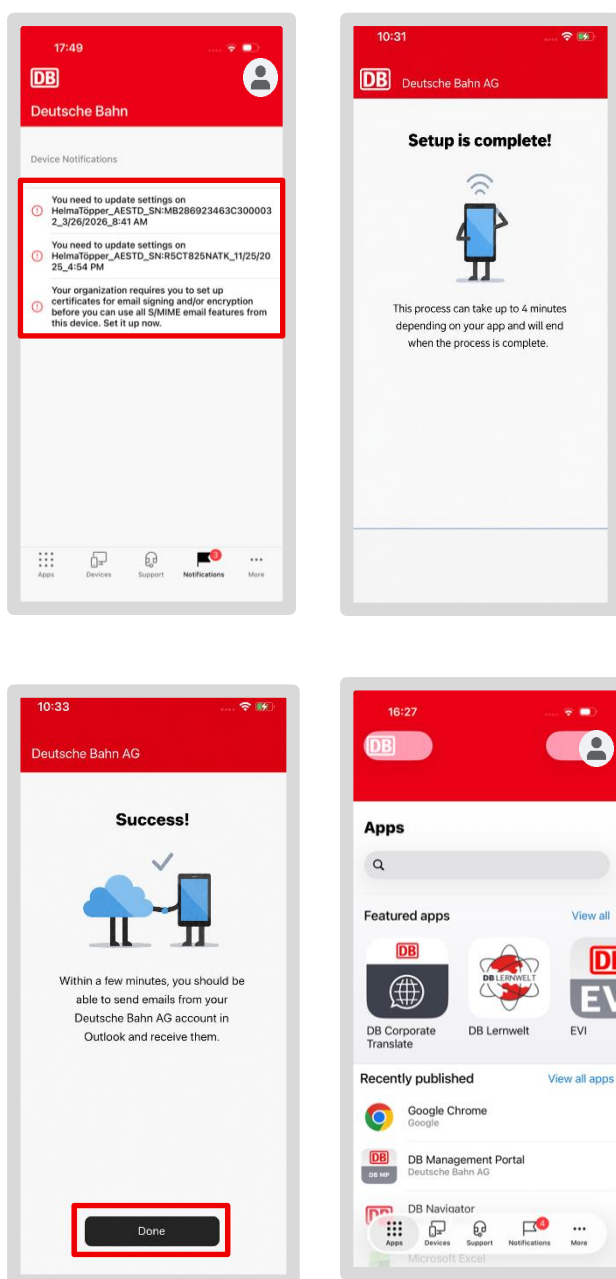
- Note: The device settings are being checked; please wait a moment!
- If the update dialogue box appears again, tap 'Update'
- If the dialogue box asking for your Exchange account details appears, tap 'Cancel'



5.2 Set up email encryption

When 'All done!' appears:

- Swipe down from the top of the light grey area to refresh the page
 - A message will appear regarding the setup of certificates for email signing and encryption
 - Tap the message; the certificates will then be loaded and 'Setup is completing...' will appear
 - Tap "Done"; you can now receive encrypted emails
 - You will now see all DB apps available for download in the Enterprise Portal app
- > If you'd prefer to set up encryption later, please refer to [DB Questions](#)

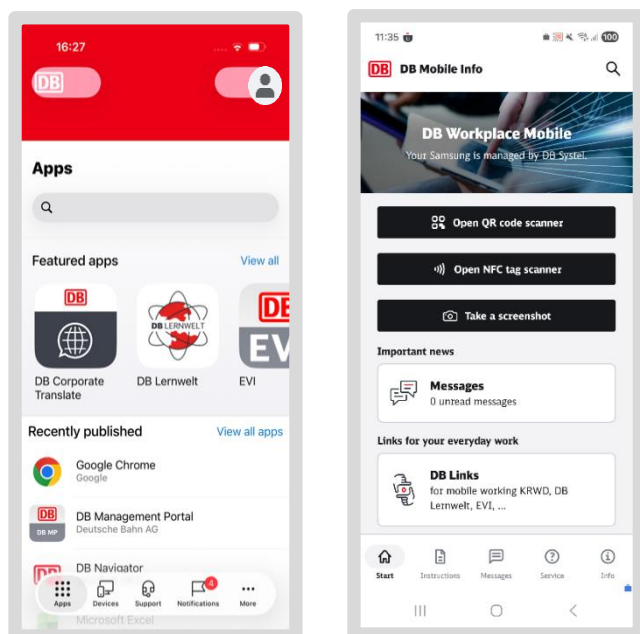


5.3 DB apps

Once the migration is complete, Microsoft apps such as *Outlook* or *Teams* will be downloaded automatically. Your company-specific or business-specific apps will then be loaded.

- You can download further DB apps from the *Company Portal* app
- If you use *ASES* or *ATOSS Staff Centre* for time tracking, here are the instructions for the key features of [ATOSS Staff Centre](#)
- If you're using the DB Navigator for your Deutschlandticket, you can [reactivate it in the app](#) as follows
- Use Safari as your default browser for web links, such as DB Planet or DB Questions
- Use the DB Password app to save passwords on your iPhone/iPad
- Use the Outlook app for emails, calendars and contacts; synchronisation with the native Apple Mail and Calendar apps is no longer available
- For personal apps, you'll need a personal Apple ID; to set this up, enter your personal email address

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



6 Configuring settings on your device

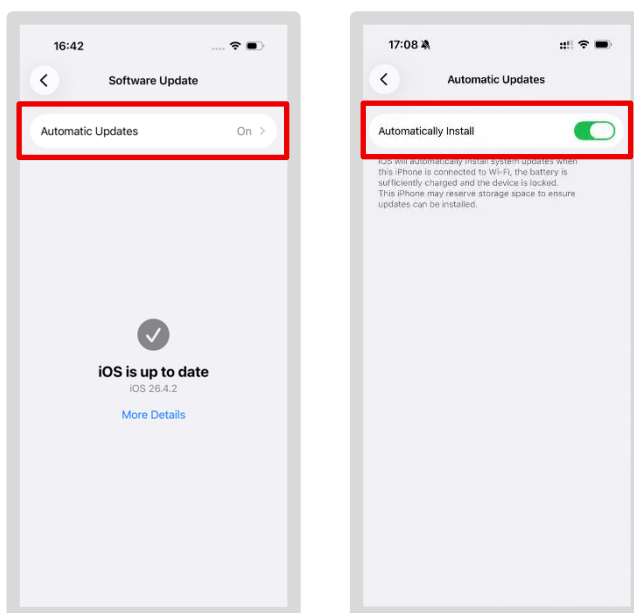
Please note: It may take **between 5 minutes and 1 hour** for the certificates to be issued. Only then can you use your apps such as *Outlook*, *Teams*, etc.

6.1 Install iOS operating system updates

- Open the *Settings* app
- Tap on 'General'
- Then tap on "Software Update" (new software versions are displayed here)



- Enable the "Automatic Updates" feature

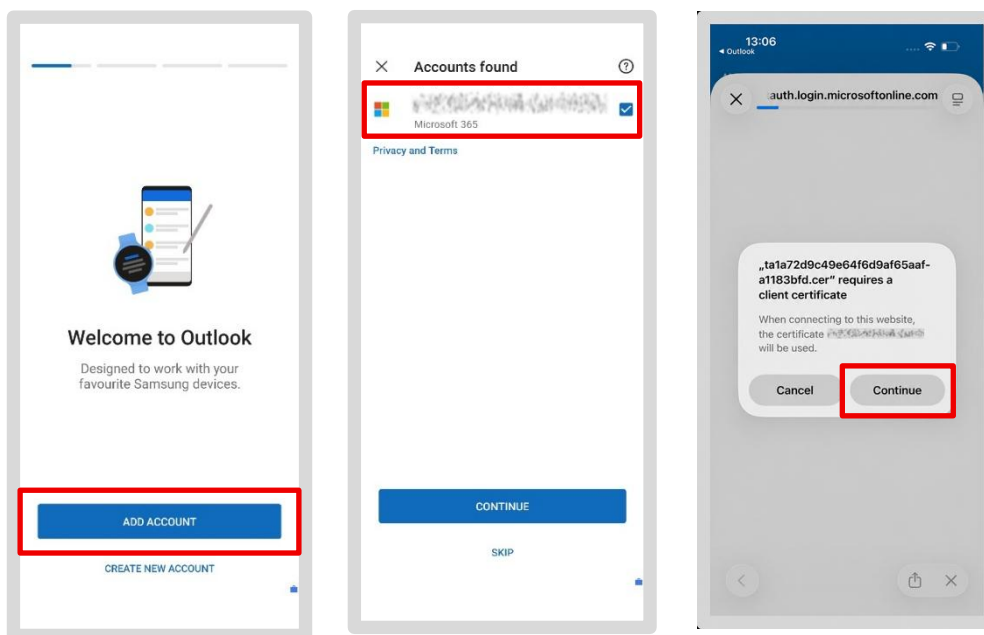


Important:

If a button labelled “Update automatically” appears, tap it and then tap “Download automatically”. The iPhone/iPad will download and install the update; you should be connected to Wi-Fi for this. Otherwise, your iPhone/iPad may not be able to use the DB apps, or the necessary certificates for your iPhone/iPad may not be provided!

6.2 Set up Outlook / Create an email account

- Tap the *Outlook* app
- Your email account should already be set up – tap ‘Add account’
- Select your email address by tapping “Add account”
- Tap “Continue” when prompted for the certificate



Your email account is now being set up:

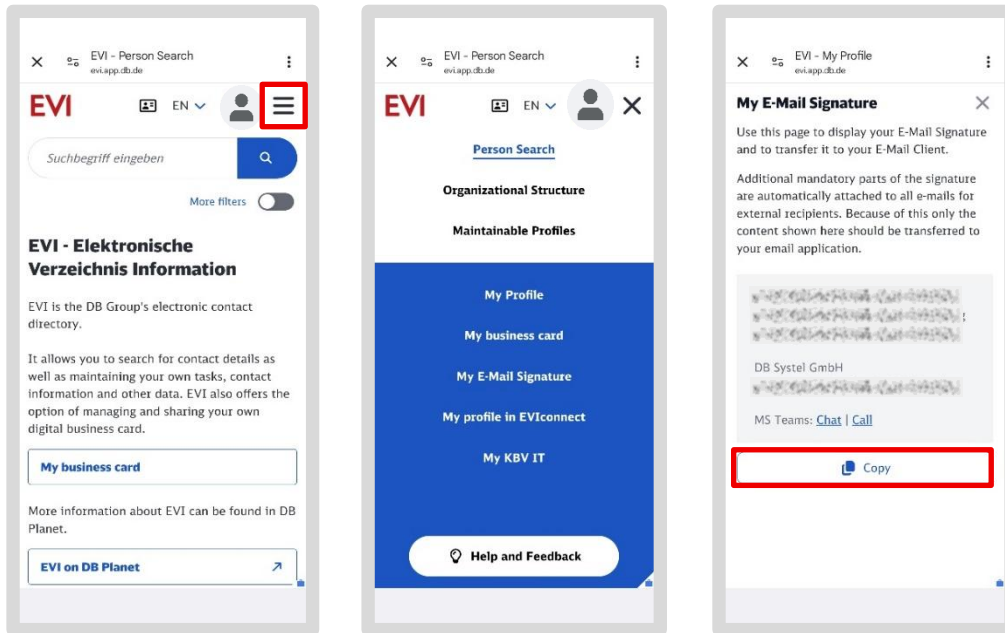
- Tap “Maybe later” when asked if you want to add another account
- And tap “No, thanks” to enable notifications
- Your emails are now being loaded (this process may take a few minutes)
- You can then read and write emails again

6.2.1 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 the DB telephone directory, known as the “EVI”.

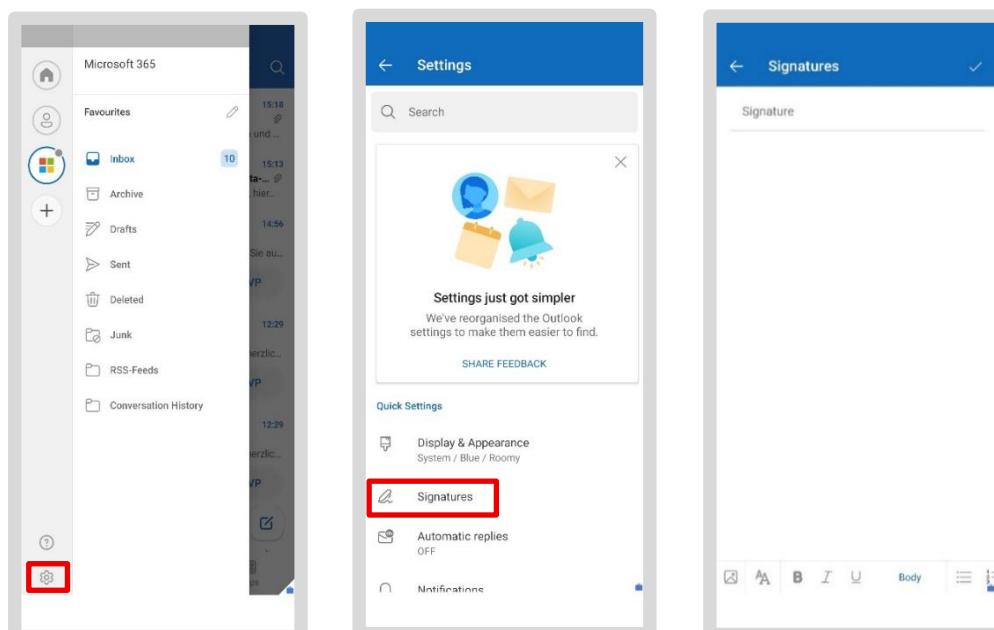
Here's how to get your email signature from EVI:

- 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 field. Copy it by tapping ‘Copy’ at the bottom of the field



Paste the signature into Outlook:

- Open the *Outlook* app
- Tap your profile picture in the top left-hand corner, then tap the cog icon in the bottom left-hand corner ⚙️
- Now tap on “Signature”



- A field for the signature will open. If there is already an entry there, delete it by tapping '✕'
- Now long-press the field until the "Paste" option appears and tap it
- Your signature copied 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 saved signature will be used for all your email accounts.

6.2.2 Importing private appointments and DB Navigator appointments

Following the migration to Intune, there is no synchronisation with the native Apple apps 'Mail' and 'Calendar'.

If you'd like to integrate your private calendars into the work Outlook app:

> [DBQuestions – Integrating a private calendar into Outlook](#)

If you want to save your appointments from DB Navigator to the Outlook app

➔ [DB Questions – Importing calendar entries from DB Navigator](#)

6.2.3 Encrypting emails

Emails you send within the DB Group are encrypted by default. This is sufficient for most purposes. You don't need to do anything else!

However, when sending an email, always bear these two rules in mind:

- The email contains only as much personal data as is necessary
- The subject line of the email must not contain any confidential information
- If you wish to send data requiring special protection (e.g. personnel data) by email, you must also encrypt the content of the email. *Outlook* offers email encryption.

Setting up encryption:

If you haven't already set this up for your iPhone/iPad, you don't need to do anything else. If this is still missing, set up encryption as described in [Chapter 5.2 Setting up email encryption](#).

Email synchronisation – All emails always up to date

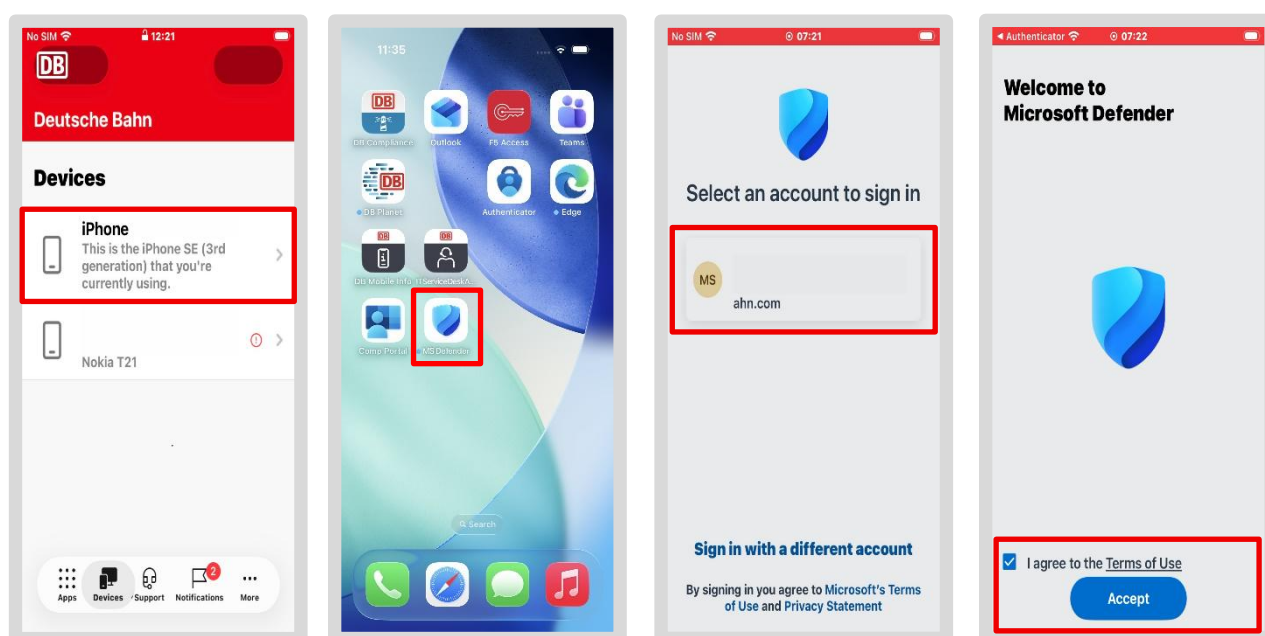
All your emails are automatically backed up in the *Outlook app* and synchronised with your linked Office account. This means that no matter which device you log in from – whether it's an iPhone/iPad or a BKU computer/Basic Workplace computer – you're always up to date.

6.3 Set up the Microsoft Defender app

The *Microsoft Defender for Endpoint Mobile app* (MS Defender app) protects your iPhone/iPad from malware, so please set up the app on your iPhone/iPad.

Proceed as follows:

- Hold your iPhone/iPad in **portrait mode** so that the screens are displayed as shown in the instructions!
- Check that your iPhone/iPad is fully set up and logged into the *company portal*!
- To do this, open the *company portal app* and tap “Devices” at the bottom
- If you can see your iPhone/iPad in the overview, it is fully set up
- Go back to the iPhone/iPad home screen and look for the *MS Defender app*
- Tap the *MS Defender app* icon to open it



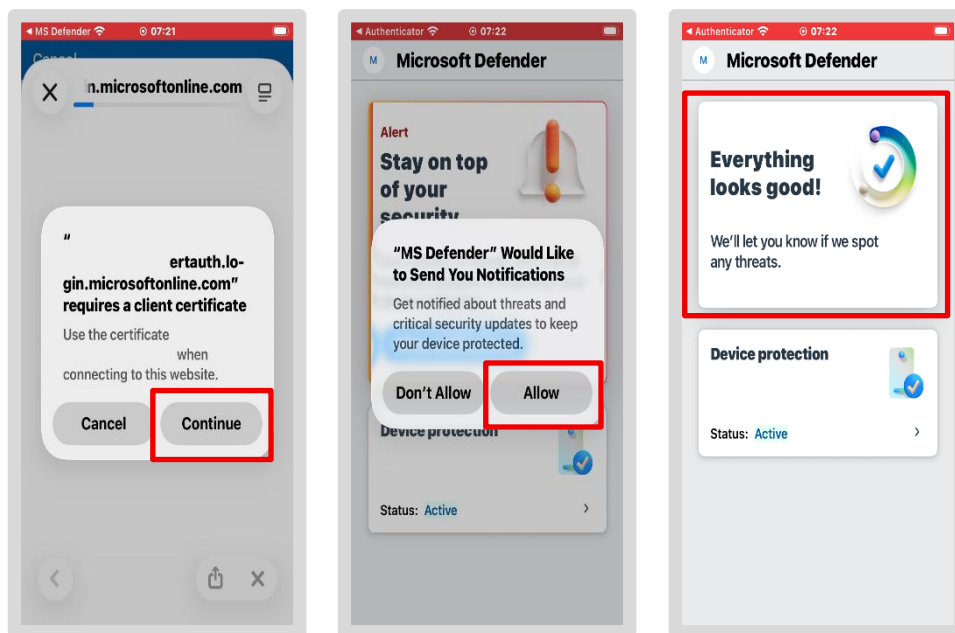
In exceptional cases:

If you are asked for your work email address or if it is already displayed in the list, please tap it or enter it. Then confirm by ticking the box and accept the licence agreement.

6.3.1 Grant permissions

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

- A prompt to accept a Microsoft certificate will appear
- Tap 'Continue' in the window
- A prompt to allow notifications will appear, tap "Allow"



Background information on permissions:

These permissions are required for the app to work properly and to ensure the security of your device. You will then be taken to the *MS Defender* app's home screen.

Threat indicators:

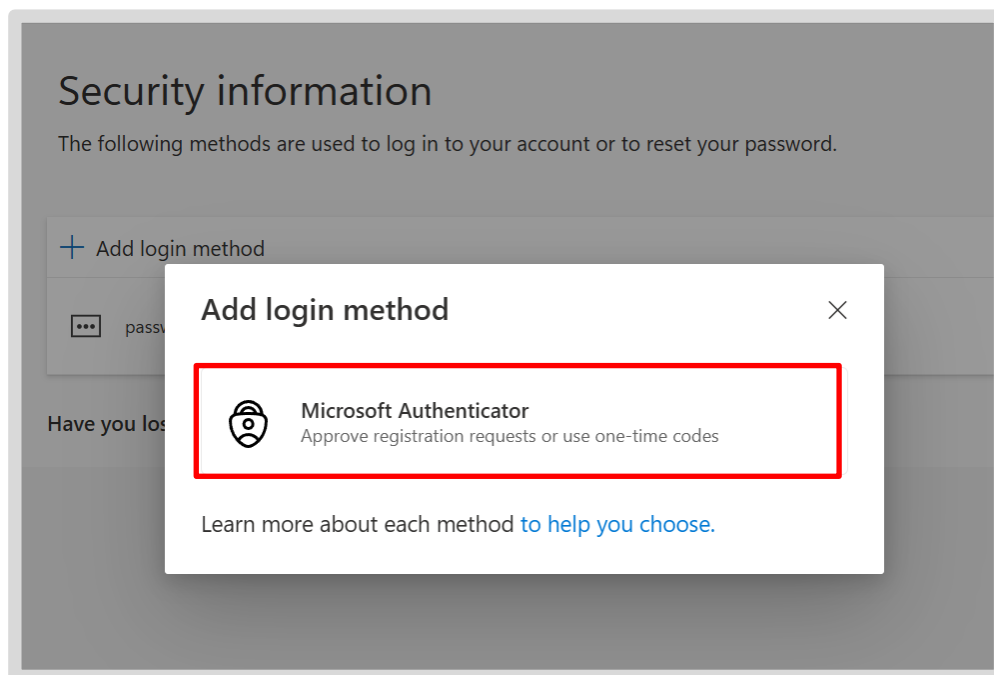
- If a **green tick** is visible, **no threat** has been **detected**
- If **no green tick** is visible, please wait a few hours and restart the app (close the app and open it again)
- > If a green tick still does not appear, go to: [DB Questions](#)

The iPhone/iPad is now protected against attacks.

6.4 Reactivate the Microsoft Authenticator app

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

- Go to 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 iPhone/iPad 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 iPhone/iPad
- If you have used the **Authenticator app for websites or tools**, re-enable the app on those websites

Tip: If you have difficulty reactivating the connections in the Authenticator app after the migration, use the self-service option: “Reset Microsoft Authenticator app (MFA)”: db.de/resetmfa and then follow the steps in this section from top to bottom.

6.5 Enabling Lockdown Mode – optional

If it is important for your iPhone/iPad to have Lockdown Mode enabled and you had this enabled prior to migration.

- > Go to the [Apple Support page](#) and enable the mode as described on the page

6.6 Notes on using apps

Messenger

- WhatsApp is not provided via the *company portal app* and can only be used with your private contacts (private use)
- For work-related communication, use the apps provided via the *Company Portal app* (e.g. Teams)

Camera

- For work-related photos, use the OneDrive app; this will save photos directly to OneDrive
- The Camera app is for private use only

6.7 Backing up files

- Save files, such as PDF documents or images, only in OneDrive, not locally in the 'Files' app
- Save photos only in OneDrive
- Do not save files using the following method: "Share > Send a copy (PDF) > Send with another app > Create PDF"

> You can find a brief guide to backing up data here: mobileworkplace.deutschebahn.com/mobile-daten-sichern

Congratulations!

You have successfully migrated your work iPhone/iPad!

You can find more information about your iPhone/iPad in the *DB Mobile Info app*.

> You can find out how to save your contacts to OneDrive and import them back in the setup guide under '[Back up contacts to OneDrive](#)'

> You can find a detailed setup guide at: db.de/mobile-setup