



Operating system version iOS 26.5

Initial setup iPhone/iPad

DB Workplace Mobile

DB Systel GmbH | 15 August 2026

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1 Important app: DB Mobile Info

These instructions will show you how to set up your iPhone/iPad. You'll also get an overview of everything you need to know about your DB iPhone/iPad to get you started.



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

There you'll find all the important information about your iPhone/iPad, for example:

- Guides on setting up and restoring your iPhone/iPad
- Useful links for working in the DB world
- Important news and information about your iPhone/iPad

So take a look and stay up to date!

Note: The *DB Mobile Info* app is already installed on your iPhone/iPad, even if your iPhone/iPad hasn't been set up yet.

2 Unpacking your iPhone/iPad

2.1 Two ways to receive your iPhone/iPad

There are two ways you can receive your iPhone/iPad:

- Via an order in the digital shop
- > Go to section 2.2 Have you ordered your new iPhone/iPad yourself and received it now?
- Via an order placed by your cost centre manager or mobile phone administrator
- > Go to section 2.3 Checking the contents of the delivery

2.2 Have you ordered your new iPhone/iPad yourself and received it?

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

- > Go to section 2.3 Checking the contents of the delivery

2.3 Checking the contents of the delivery

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

Is everything there?

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

If ordered:

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

2.4 Quick guide to setting up your iPhone/iPad

You'll receive a printed leaflet with your iPhone/iPad. Don't want to go through the detailed setup guide? Then use the leaflet!



- > You can also find the leaflet online at: Quick guides
- > All the information you need about setting it up: db.de/mobile-setup
- > All information about resetting or restoring your iPhone/iPad: 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 section.

3.1 Long-standing member of the group and existing DB User

- > If you have a DB User, proceed to Chapter 4: Initial setup of iPhone/iPad

3.2 New to the Group, required account: DB User

Are you new to the DB Group? If so, you'll need a DB User to set up your iPhone/iPad. 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 iPhone/iPad

4.1 Inserting the SIM card

There is a small slot on the top or bottom edge of your iPhone/iPad.

- Open the tray using the tool (included in your iPhone/iPad packaging)
- Pull out the card tray and insert the SIM card
- Reinsert the SIM card holder into the iPhone/iPad

4.2 SIM PIN

Note: First connect your iPhone/iPad to the mains using the power adapter.

- Press the 'Power' button
- Once the iPhone/iPad has booted up, it will ask you for a PIN (this is the PIN for the SIM card you have just inserted into the iPhone/iPad)

You can obtain the PIN as follows:

- Open your SIM card letter from Vodafone
- Peel off the film (underneath you'll find a PIN and a Super PIN)
- Enter the PIN into the input field on your iPhone/iPad and confirm with "OK"

4.3 Set up a screen lock

The screen lock (also known as the iPhone passcode) is a personal password or combination of numbers that you set yourself to secure your iPhone/iPad.

- In the next step, change the screen lock and set a new 8-digit password or number combination. **Please note:** The screen lock must not consist of an ascending or descending sequence of numbers

> For further information, see [Chapter 9: Data Protection and Terms of Use](#)

- Enter it twice in succession and tap "Continue"

Note: You can also set up '**biometric security**'. This allows you to unlock your iPhone/iPad using your fingerprint or facial recognition.

4.4 Set up Wi-Fi

Next, set up Wi-Fi. To do this, choose one of the following options:

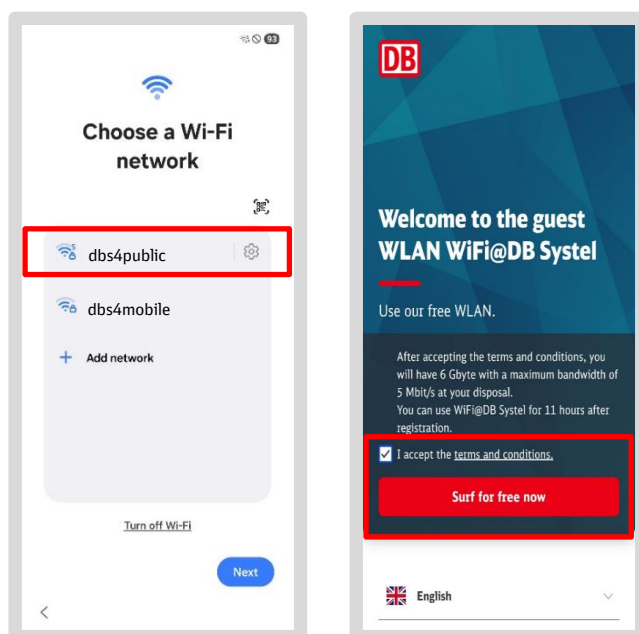
- Use your **mobile data**, provided there is a SIM card in your iPhone/iPad (this may incur charges!)
- Set up a hotspot using your personal smartphone/tablet

Or

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

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

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



Once your iPhone/iPad is connected to the Wi-Fi, the connection to the DB network (Intune) will start.

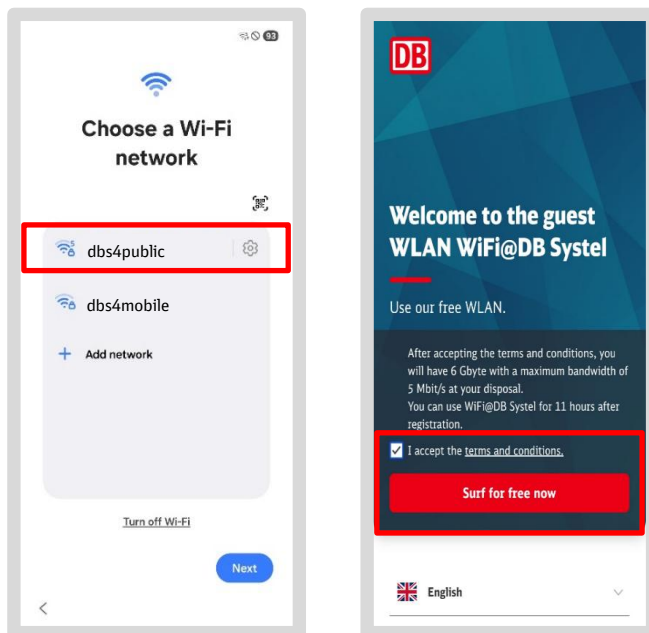
> Go to [Chapter 4.6 Activate iPhone/iPad – Create a Temporary Access Pass \(TAP\)](#)

4.5 Setting up Wi-Fi in the DB building

As the “dbs4public” Wi-Fi network does not always work satisfactorily in DB buildings, we recommend that you follow 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 iPhone/iPad is connected to the Wi-Fi, the connection to the DB network (Intune) will start.

> Go to [Section 4.6 Activate iPhone/iPad – Create a Temporary Access Pass \(TAP\)](#)

4.6 Activate iPhone/iPad – Create a Temporary Access Pass (TAP)

To set up your iPhone/iPad within the DB management system, you will need the following:

- a valid Temporary Access Pass (TAP)
- your DB username and DB password
- the Microsoft Intune Company Portal app, or Company Portal app for short

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/password. Alternatively, open the *DB Mobile Info* app on your old DB iPhone/iPad, 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

4.6.1 Create a temporary access pass (TAP)

- > **Note:** You can find a video tutorial 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 registered in DB Management (Intune). 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 an **iPhone/iPad** and were able to use it enough to create a temporary access pass (TAP) before resetting it. Make a note of your access pass and go to:

- > [Chapter 4.7 Activating iPhone/iPad: Company Portal app](#)

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 iPhone/iPad. Therefore, leave your old smartphone/tablet switched on and do not reset it yet. You can also carry out the next steps on your iPhone/iPad.

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

- Open the *Welcome 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 now valid for 60 minutes and can be used on multiple smartphones/tablets

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?](#)

Create a Temporary Access Pass (TAP) - Person selection

Choose for whom the TAP should be created:

☒ For myself

☐ For another DB employee

← →

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

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

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.

Create a Temporary Access Pass (TAP)

y&r3%9=cg2u#

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

Start a new session To the homepage

Important!

The **TAP** must only be entered in the
Company Portal app
, even if you are asked for it in another DB app
or on a different device

- You can now activate your iPhone/iPad in the *Company Portal app*
- > Go straight to [Chapter 4.7 Activate iPhone/iPad: Company Portal app](#)

Important!

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

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

To do this, follow the step-by-step instructions in:
> [Chapter 4.7 Activate iPhone/iPad: Company Portal app](#)

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 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 bar with the DB logo and a help icon. Below the title bar is a menu icon. The main content area has the title 'Create a Temporary Access Pass (TAP)' and a subtitle 'This self-service allows you to create a temporary access pass (TAP) to set up a DB Workplace or Basic Workplace device.' It then states 'The TAP can be created for:' followed by two bullet points: 'yourself' and 'an employee from the same company (see [EVI](#))'. Below this is a 'Register' section with the prompt 'Enter your DB user login details'. A red box highlights the input fields for 'DB User Anmeldenname' (Max Mustermann) and 'DB User Password'. At the bottom, there is a link 'How can I log in to other environments?' and two buttons: a back arrow and a forward arrow.

The right screenshot shows the 'Create a Temporary Access Pass (TAP) - Person selection' screen. It includes the same title bar and menu icon. The main content area has the title 'Create a Temporary Access Pass (TAP) - Person selection' and a subtitle 'Choose for whom the TAP should be created:'. There are two radio buttons: 'For myself' and 'For another DB employee' (which is selected). Below this is a search bar with the text 'Max Mustermann'. A red box highlights the search results, which include a list of fields: 'DB User:', 'Name:', 'E-mail:', 'Department:', and 'Company:'. The 'Company' field is filled with 'DB Systel GmbH'. At the bottom, there is a checkbox 'I confirm that I have established the employee's identity.' which is checked, and two buttons: a back arrow and a forward arrow.

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

or

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

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. It displays a generated TAP 'y&r3%9=cg2u#' in a red box, followed by instructions to enter the TAP to activate the DB Workplace Mobile device. At the bottom are buttons for 'Start a new session' and 'To the homepage'.

- The colleague can now activate their iPhone/iPad in the *Enterprise Portal app*
- > Go straight to [Chapter 4.7 Activate iPhone/iPad: 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*.

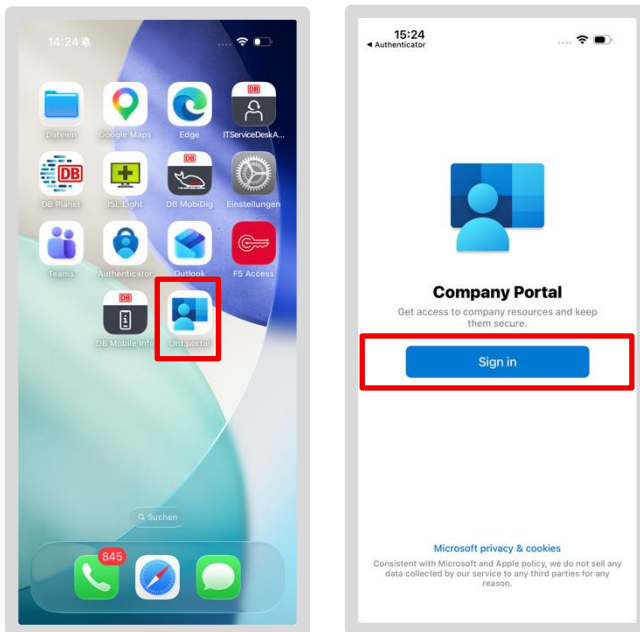
To do this, follow the step-by-step instructions in:
> [Chapter 4.7 Activating your iPhone/iPad: Company Portal app](#)

4.7 Activate iPhone/iPad: Company Portal app

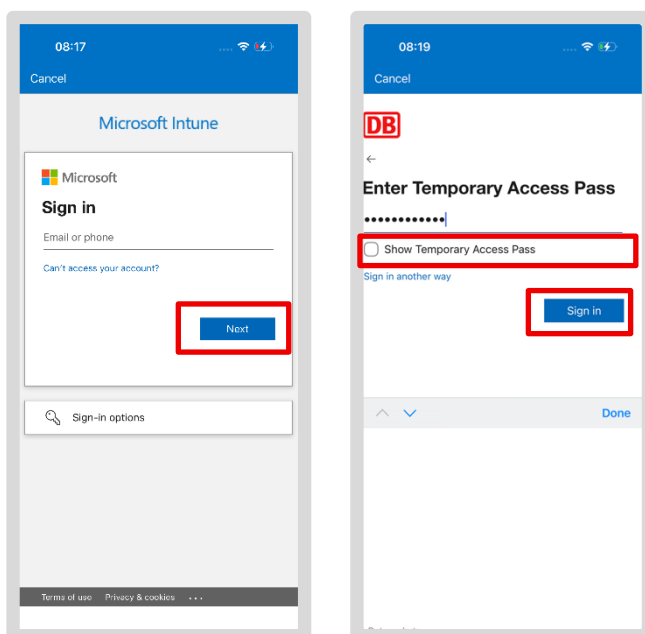
> **Note:** Check whether you have received a temporary access pass (TAP) as described in Chapter 4.6: Activating your iPhone/iPad – Creating a temporary access pass (TAP)!

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

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



- Enter your **DB user email address** (not your DB username!) 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:

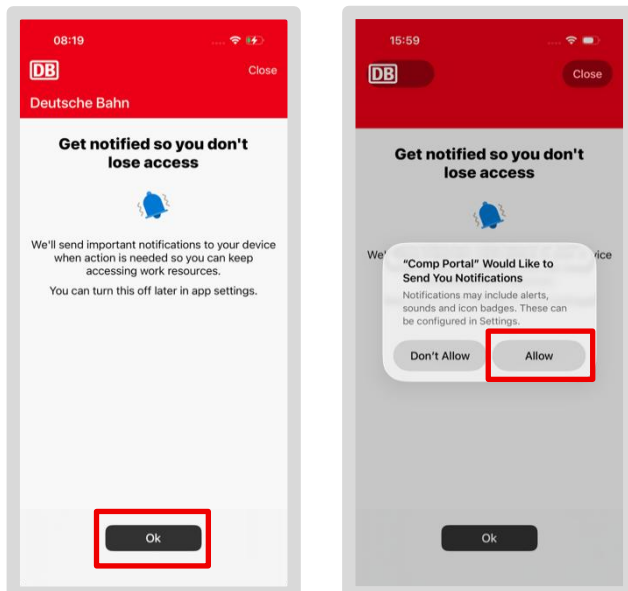
- create a new TAP and repeat the login process as described in [Section 4.6 Activate iPhone/iPad – Create a Temporary Access Pass \(TAP\)](#)
- > Otherwise, go to [Chapter 4.8 Setting up access to all DB apps and websites](#)

4.8 Set up access to all DB apps and websites

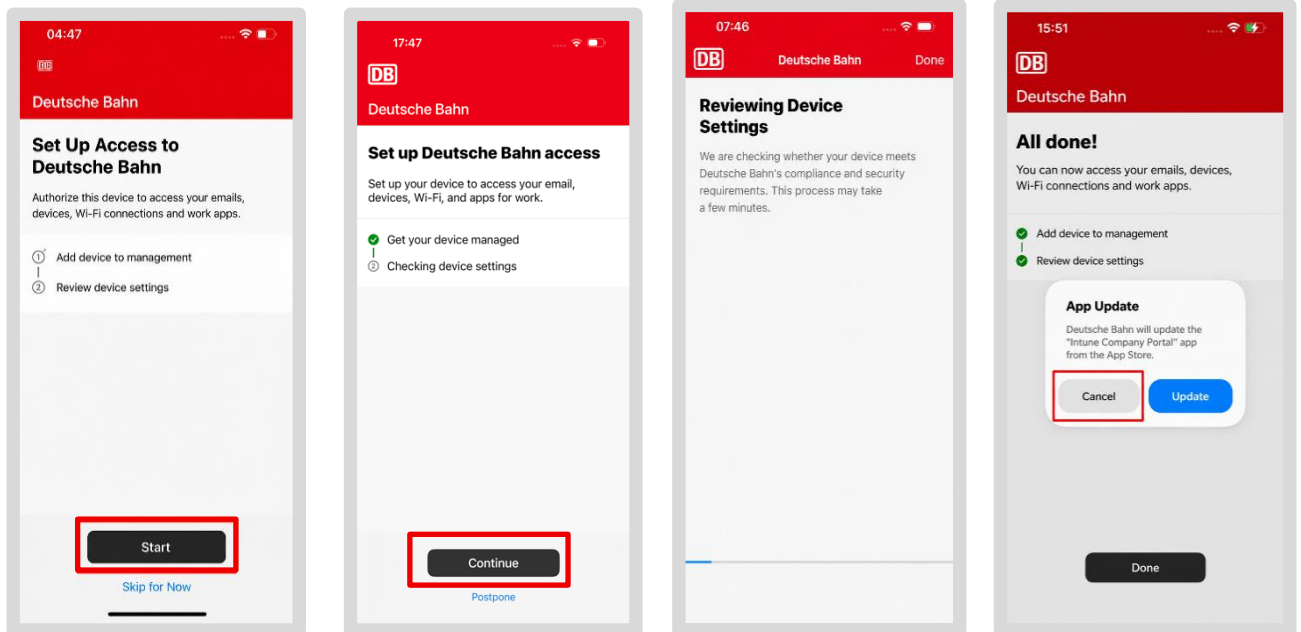
Note: It may take between 5 minutes and 1 hour for the certificates to be issued. Only then will you be able to use your apps such as *Outlook*, *Teams*, etc.

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!

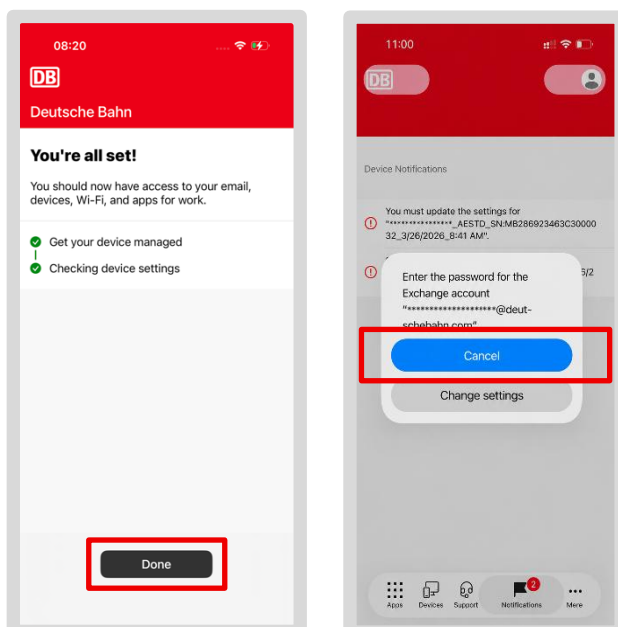
- When prompted to receive notifications, tap “OK”
- Then tap “Allow” in the dialogue box



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



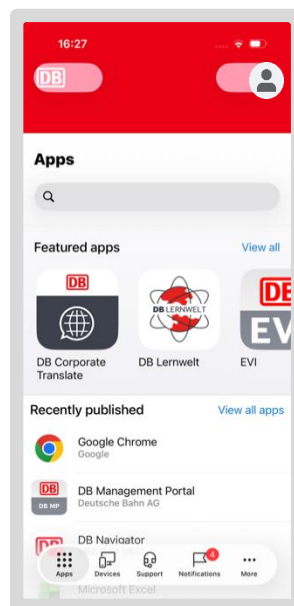
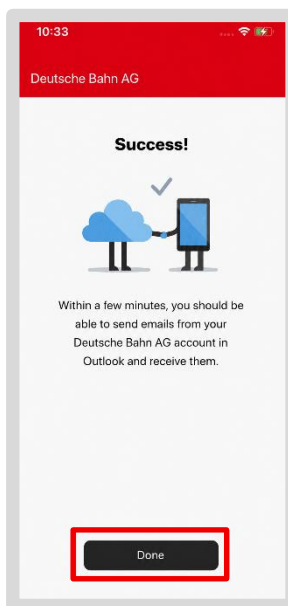
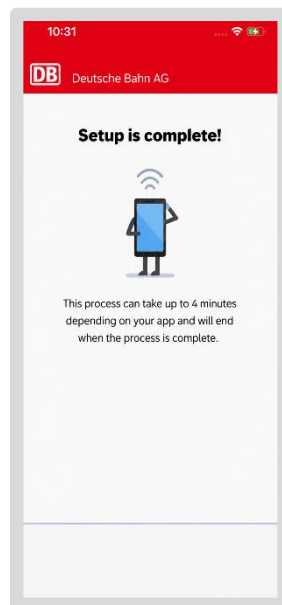
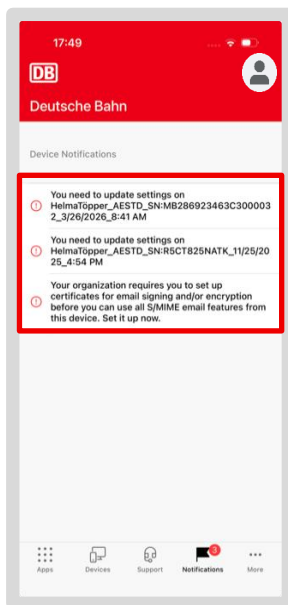
- Note: The device settings are being checked; please wait a moment!
- If the update dialogue box appears again, tap 'Update'
- If the dialogue box asking for your Exchange account details appears, tap 'Cancel'



4.9 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](#)



4.10 DB Apps

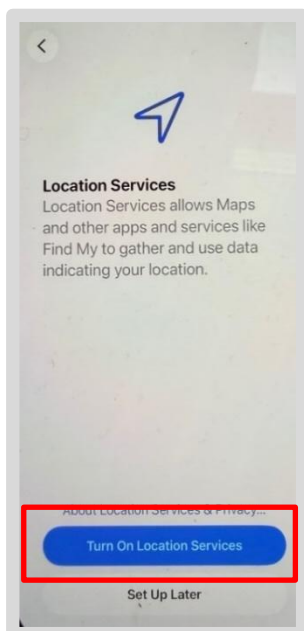
Once setup is complete, DB apps such as *Outlook* or *Teams* will be downloaded automatically. Your company-specific or business-area-specific apps will then be loaded.

- 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.

4.11 Enable location services

- In the next step, enable location services

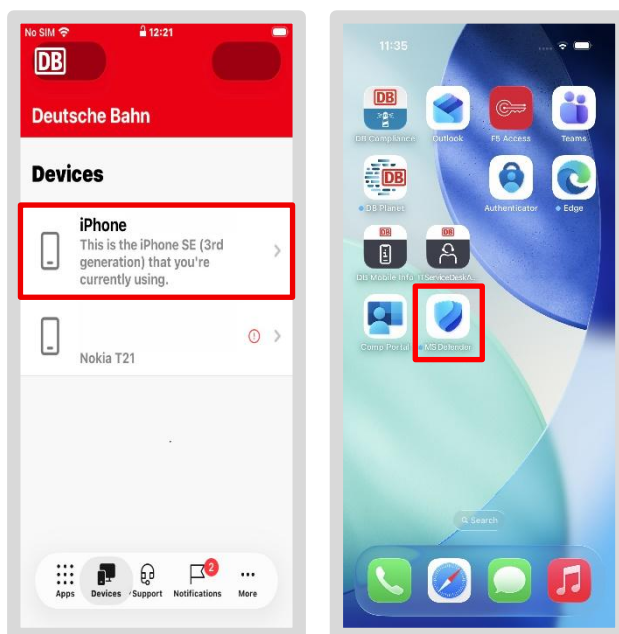


4.12 Set up the Microsoft Defender app

The Microsoft Defender: Security app (*MS Defender app* for short) protects your iPhone/iPad from malware, so set up the app on your iPhone/iPad.

Proceed as follows:

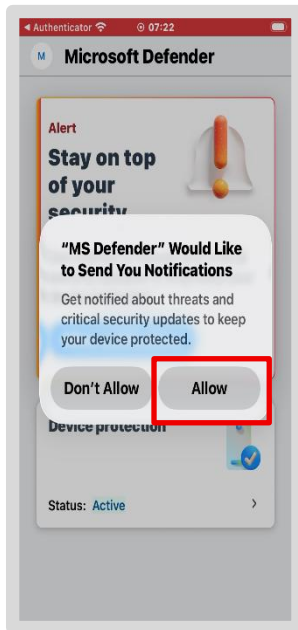
- Hold your iPhone/iPad in **portrait mode** so that the screens can be displayed as shown in the instructions!
- Check that your iPhone/iPad is set up and logged into the company portal!
- To do this, open the *company portal app* and tap 'Devices' at the bottom
- If you can see your iPhone/iPad in 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



4.12.1 Grant permissions

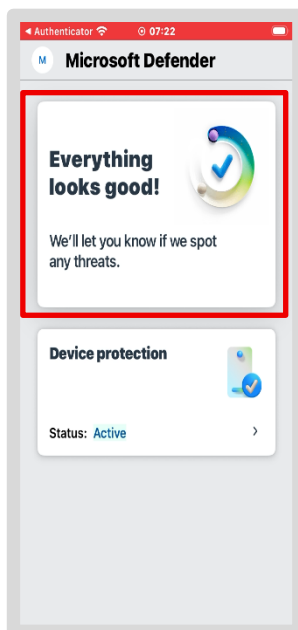
The *MS Defender app* will ask if it can send notifications:

- Tap 'Allow'



The following threat alerts are now visible:

- If a **green tick** is visible, **no risk** 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](#)



Your iPhone/iPad is now protected against attacks.

4.13 Take-Off: “Log in on iPhone/iPad”

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

- **SIM card & SIM card PIN**

You need the SIM card to make calls on your iPhone/iPad. 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've forgotten it and can't remember it, the Super PIN (also known as the PUK) will help. You'll find this in your Vodafone letter. If you can't remember that either, contact your mobile phone provider. They can request the PUK at any time via the Vodafone service hotline. You can find further options for the Super PIN or PUK at DB-Questions .

- **Password for the screen lock**

The screen lock is a personal password or a personal 8-digit combination. This protects your iPhone/iPad from unauthorised access, so make sure you remember it.

- **DB user login name & DB user password**

You need your DB user login name and DB user password to log in to many DB apps and web-sites.

The DB User login name consists of your first name and surname.

You set your DB User password yourself during activation.

If you have forgotten your password, change it in [Password Self-Service](#)

Please note: Some tools, such as ATOSS, have their own passwords. You can save these in the *DB Password* app.

> [You can find out how to set up the DB Password app here](#)

- **DB User email & temporary access pass (TAP) for activation**

You can obtain the temporary access pass (TAP) via [db.de/tap](#) or the *DB Mobile Info* app. This is valid for 60 minutes and can be used on multiple devices.

Use this to log in to the *Corporate Portal* app and activate your iPhone/iPad.

In summary:

Setting up your DB iPhone/iPad – follow these steps:

- Insert the SIM card and switch on the iPhone/iPad
- Obtain a temporary access pass via *DB Mobile Info* or via [db.de/tap](#). You can do this either via your second DB smartphone/tablet or BKU/Basicworkplace computer, or via your colleague(s)
- Open the *Corporate Portal* app and enter the temporary access pass (TAP)
- Set up the *MS Defender* app to protect your iPhone/iPad from malware

Along with the iPhone/iPad, you will receive a printed leaflet for the initial setup!

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

5 Work and personal content

On your iPhone/iPad, personal and work data are only separated in the background. There is therefore no visible separation between work and personal content.

Work use occurs 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

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!

Please therefore follow the guidelines below to ensure that business and personal data do not get mixed up:



Email: The Outlook app is to be used exclusively for work purposes. For personal use, use other services such as Gmail etc.



Messenger: For work-related communication, use the apps from the Company Portal (or Teams). WhatsApp is not provided via the *Company Portal app*. Use it only for your personal contacts.



Camera: For work-related photos, use the *OneDrive app*; this saves photos directly to *OneDrive*. The Camera app is for private use only.



Internet: Set Safari (Edge from 1 January 2026) as your default browser. If you use other browsers, you may encounter a login error when opening links to DB websites.

5.1 Downloading DB apps

Download work-related apps with the DB icon via the ***Company Portal app***.

The apps already installed on your iPhone/iPad are listed in [section 4.10 DB Apps](#).

Apps for personal use can be installed as required. To do so, use **your personal Apple account** or create a new one, and observe the terms of use for the iPhone/iPad.

5.2 Manage items on the home screen

Create a folder

- Tap on an app or shortcut
- Hold it down until the app starts to wobble
- Drag the app or shortcut to 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 iPhone/iPad, you can move apps and folders within the screen view or from one screen to another:

- 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 [Apple Support page](#)

5.3 Take-Off: Separating personal and work apps + grouping apps

Your work iPhone/iPad is what is known as an enterprise device.

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

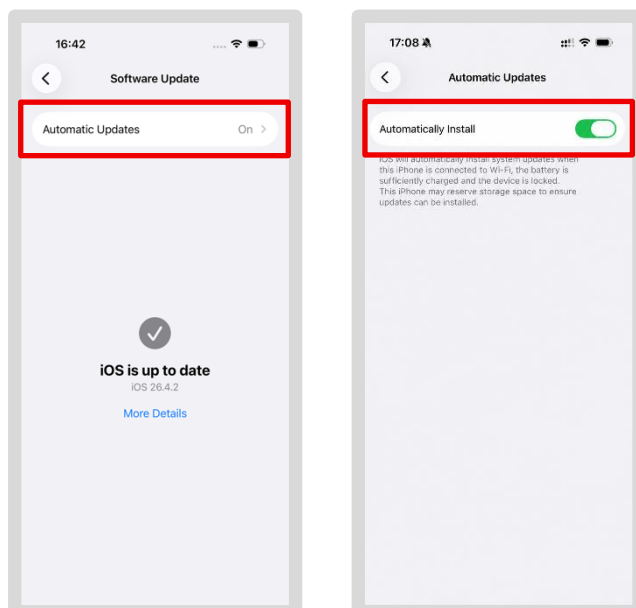
Next, we'll show you how to customise your iPhone/iPad to suit your needs, so it can support you as effectively as possible in your day-to-day work.

6.1 Install iOS operating system updates

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



- To ensure your iPhone/iPad is always up to date, enable the "Automatic Updates" feature



Important:

If a button labelled “Update automatically” appears, tap it and then tap “Download automatically”. Your 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 Connect to the internet

6.2.1 DB Wi-Fi

- At DB locations, connect to the DB Wi-Fi “dbs4public” as described in [Chapter 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](#)

6.2.2 Public Wi-Fi

The data security of your iPhone/iPad is a particular concern wherever public Wi-Fi is available.

- Only log in via DB Wi-Fi or your private Wi-Fi at home
- Avoid using third-party, unsecured Wi-Fi networks
- Also, when selecting a network, make sure you are using the correct Wi-Fi
- Always follow DB’s general security guidelines



6.2.3 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



6.2.4 Your Vodafone contract – Elfe (Electronic Telecommunications Bill)

Once a month, you will receive a statement for your iPhone/iPad’s Vodafone contract. It will be sent to you by email from the sender ELFE@deutschebahn.com.

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



7 The most important apps to get you started

The most important business apps are already installed on your iPhone/iPad.

7.1 Company Portal app – Download new apps



If you would like additional specialist DB apps, please download them via the Company Portal app. DB-specific apps, such as My DB or DB Planet and many others, are only available for download there.



You can download personal apps via the **App Store**. Please note that you'll need to set up an Apple ID first.

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 iPhone/iPad.

Tap the magnifying glass on the home screen to access the DB Search, where you can find answers to questions on IT topics.

In the 'Guides' and 'Service' tabs, you'll find the most important guides, links and phone numbers. For example, the guides for initial setup and for restoring your device. If your iPhone/iPad isn't working at the moment, use a colleague's iPhone/iPad

> Alternatively, you can also find all the important guides under db.de/ae

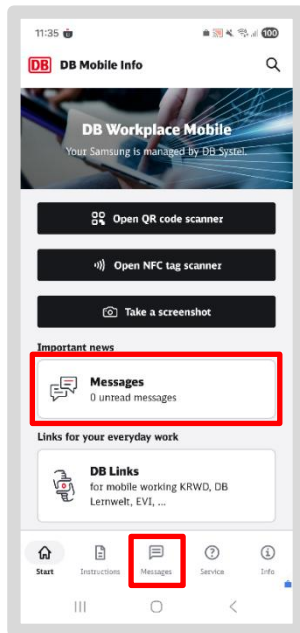
7.3 Push notifications

You'll receive **push notifications** via the *DB Mobile Info* app for new software updates or anything else relating to your iPhone/iPad. For example, we'll 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'll see the notifications area
- If you have a new message, you'll 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



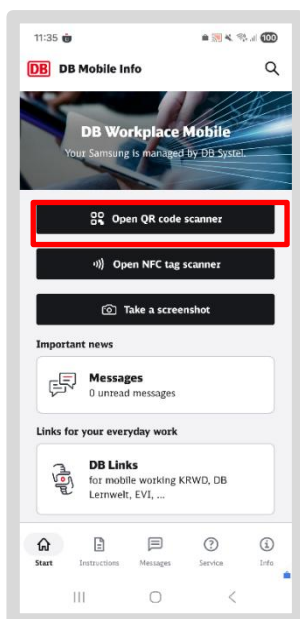
> For more information, see: [DB Mobile Info app: Receiving messages](#)

7.4 Scanning QR codes

QR codes are black-and-white square patterns that can be scanned using your iPhone/iPad’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”



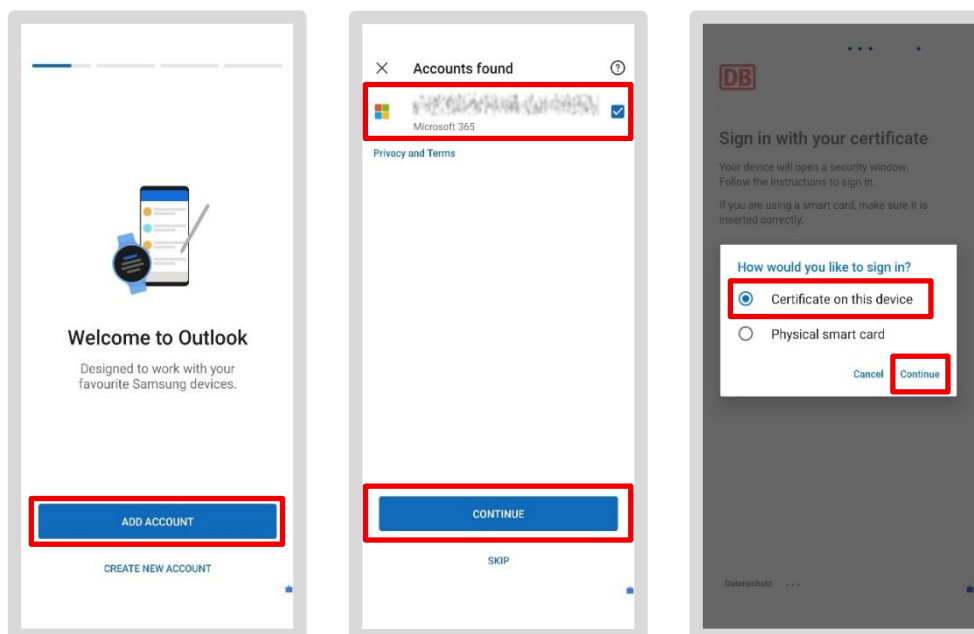
- Then allow the app to take photos and record videos
- A small window will open, allowing you to scan the QR code
- To do this, position the QR code within the rectangle

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

7.5 Set up Outlook / Create an email account

Please 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.

- Tap the *Outlook* app
- Your email account should already be saved – if not, tap on “Add account”
- Select your email address by tapping on “Add account”
- Tap “Continue” when prompted for the certificate



Your email account is now being set up:

- Tap “Maybe later” when asked to add another account
- And tap “No, thanks” to enable notifications
- Your emails are now being loaded (this process may take a few minutes)

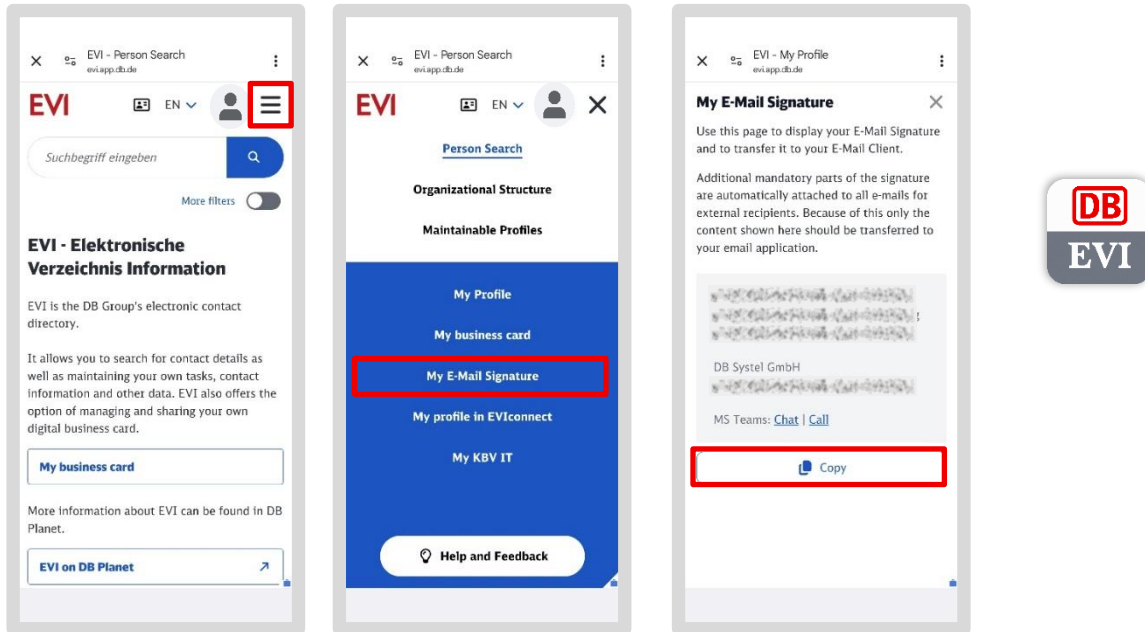
You can then read and write emails again

7.5.1 Set up an email signature

An email signature is a mandatory part of business correspondence. 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, the *EVI* app.

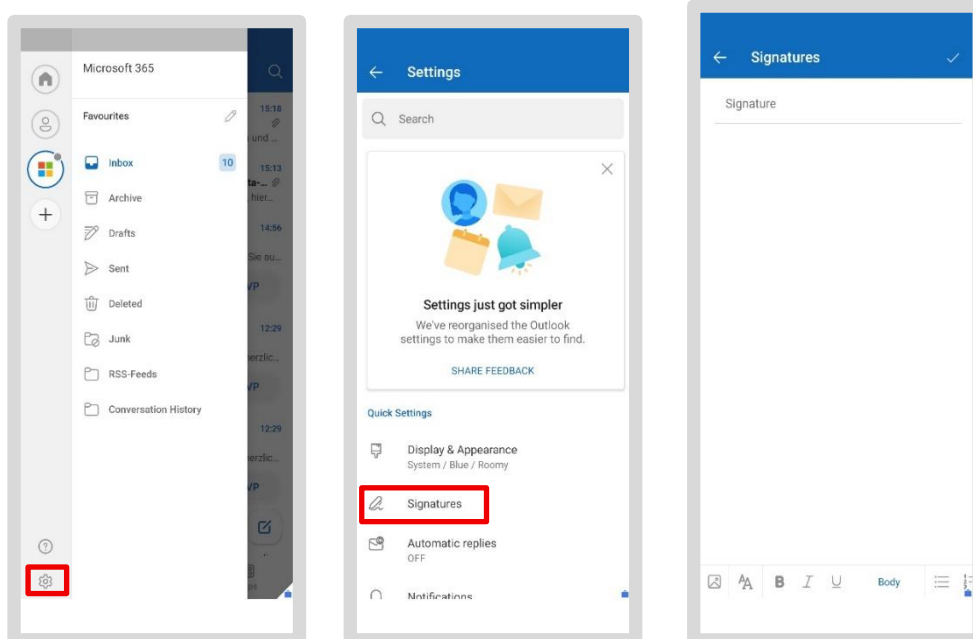
Here's how to get your email signature from EVI:

- 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 on “Copy”



Paste the signature into Outlook:

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



- A field for the signature will open. If there is already an entry there, delete it by
- 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 in 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.

7.6 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.

> You have already activated this during setup, as described in [Chapter 4.9: Setting up email encryption](#).

> **Note:** If you have not set up email encryption, please proceed as described here.

7.6.1 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 an iPhone/iPad or a BKU computer/Basic Workplace computer – you are always up to date.

7.7 Microsoft Authenticator App

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

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

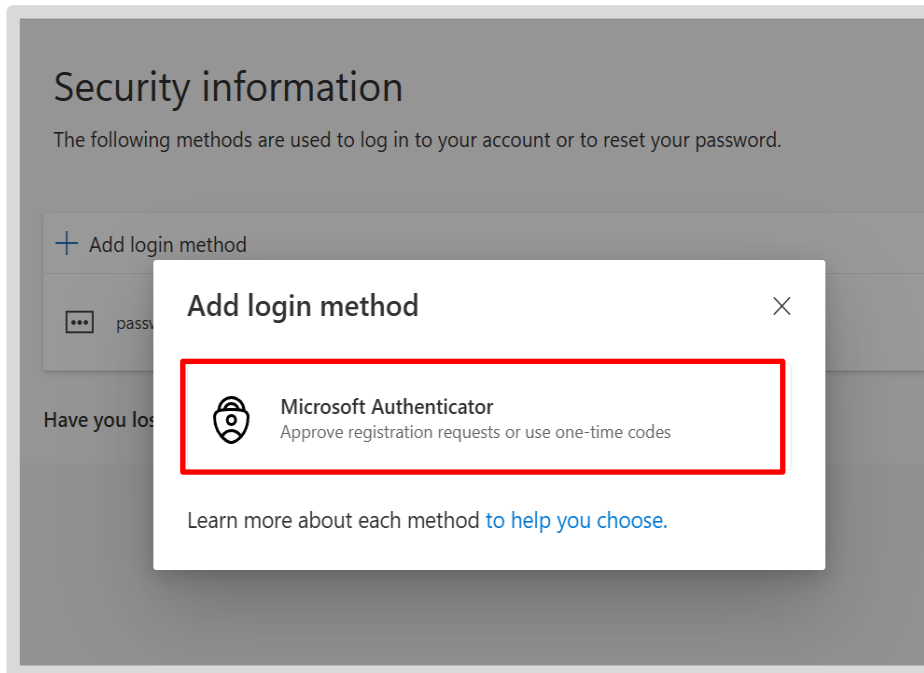
- VPN connection to DB Workplace MAC
- Using the DB Admin account
- Accessing specific applications, e.g. SAP



A distinction is made between whether you have already used the Microsoft Authenticator app on a DB iPhone/iPad or are using the app on your iPhone/iPad for the first time.

Using the Microsoft Authenticator app for the first time:

- Follow the [step-by-step instructions](#)
- Download the Authenticator app from the company portal
- Open [db.de/authenticator](#) in your browser on your BKU or DB 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
- Add your work email account
- Scan the QR code displayed on the computer using the Authenticator app
- You can then use the Microsoft Authenticator app for authentication on your iPhone/iPad

Switching from an old to a new DB iPhone/iPad

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 iPhone/iPad, use your old smartphone/tablet to connect it to the Authenticator app
- Open this [wiki page](#), tap the 'Authenticator App Setup' button and follow the steps provided
- You can then use the Microsoft Authenticator app on your new iPhone/iPad and reset your old iPhone/iPad. If you have used the Authenticator app for websites or tools, reactivate the app on those websites
- **Tip:** If you have trouble reactivating the connections in the Authenticator app after setup, use the self-service option: "Reset Microsoft Authenticator app (MFA)": [db.de/resetmfa](#) and then follow the steps from top to bottom in this section.

7.8 Takeaway: the most important DB apps

Where can I find DB apps?



The most important apps are already installed on your iPhone/iPad. If you want to download further work-related apps, do so via the **Company Portal app**.

There you'll find, for example, *Outlook*, *Word* and *OneDrive*, as well as DB-specific apps such as *My DB* or *DB Planet*.

Note: You can download personal apps via the App Store.

Where can I find information about my iPhone/iPad?

For any questions about your iPhone/iPad, 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 iPhone/iPad.

The app is installed on your iPhone/iPad by default.

8 Backing up data

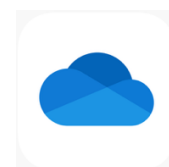
You have an iPhone/iPad in an Enterprise version. This means that the backup is strictly separated between work and personal documents.

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

> mobileworkplace.deutschebahn.com/mobile-daten-sichern

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

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

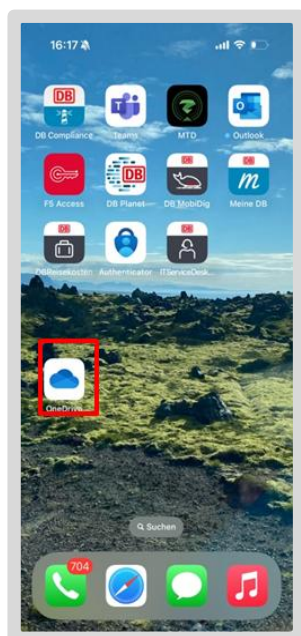


8.1 Setting up OneDrive

Prerequisite: To set up OneDrive, first install the Outlook app on your iPhone/iPad and set up your work email account. For more information on setting this up, see [Chapter 7.5: Setting up Outlook](#).

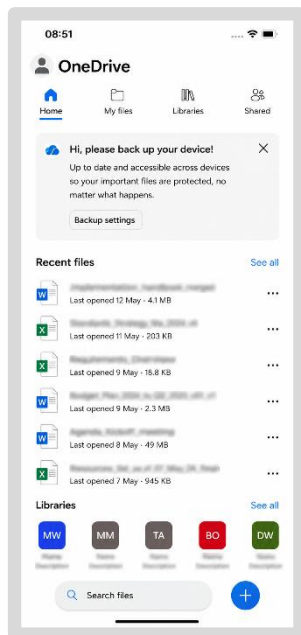
How to set up OneDrive:

- Download the *OneDrive* app (to do this, open the *Company Portal* app)
- Search for the *Microsoft OneDrive* app
- Once installed, the app will appear as an icon (hint: a cloud) labelled OneDrive on the home screen of your iPhone/iPad



- Open the OneDrive app
- Confirm that the app is allowed to send you notifications
- Select 'Sign in' and enter your DB email address

- Alternatively, you may be logged in automatically
- You will now see all your files in *OneDrive*



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 iPhone/iPad to factory settings, make sure to back up your system settings as well.

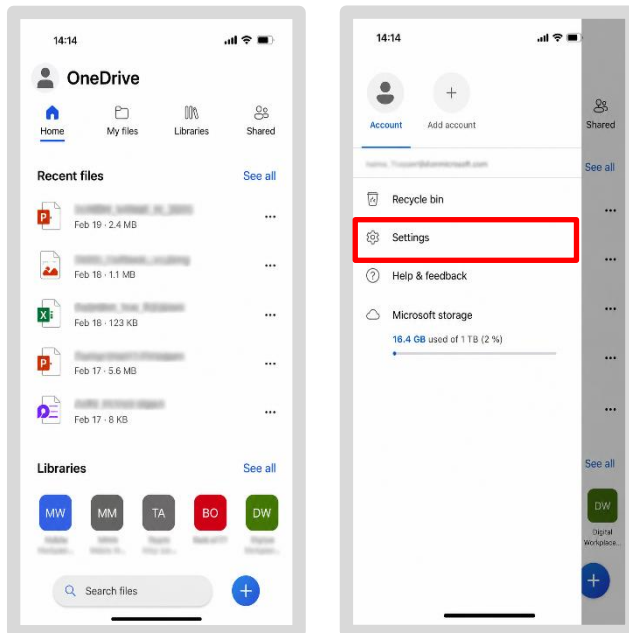
Take screenshots or make notes of your individual settings and your specific work-related DB apps. Save these in OneDrive as well, so you can refer to them as notes during setup.

8.2 Backing up photos to OneDrive

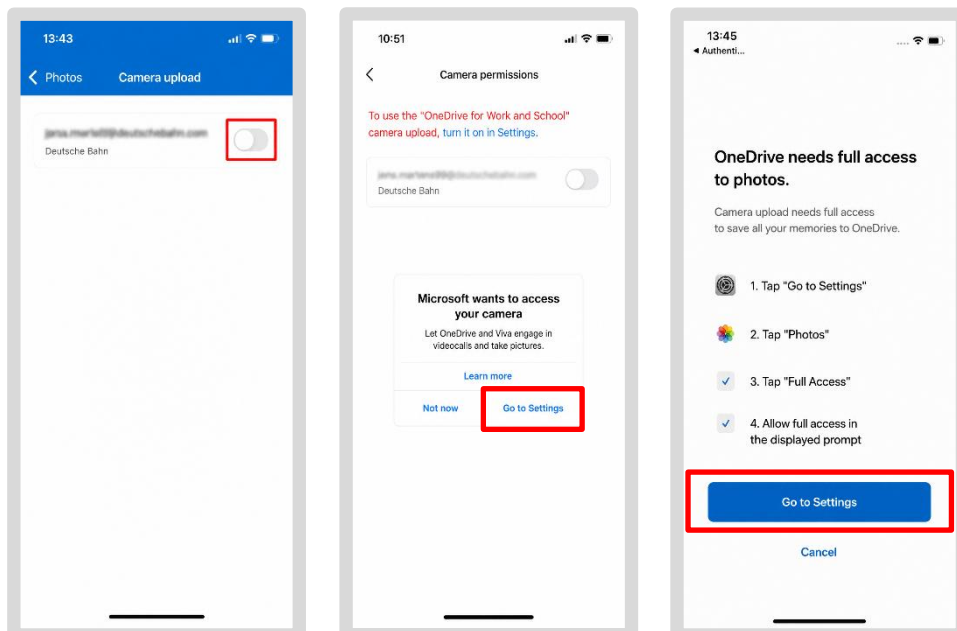
With the OneDrive app, you can back up photos directly as you take them, rather than having to do so in a separate step later on.

The following steps are required:

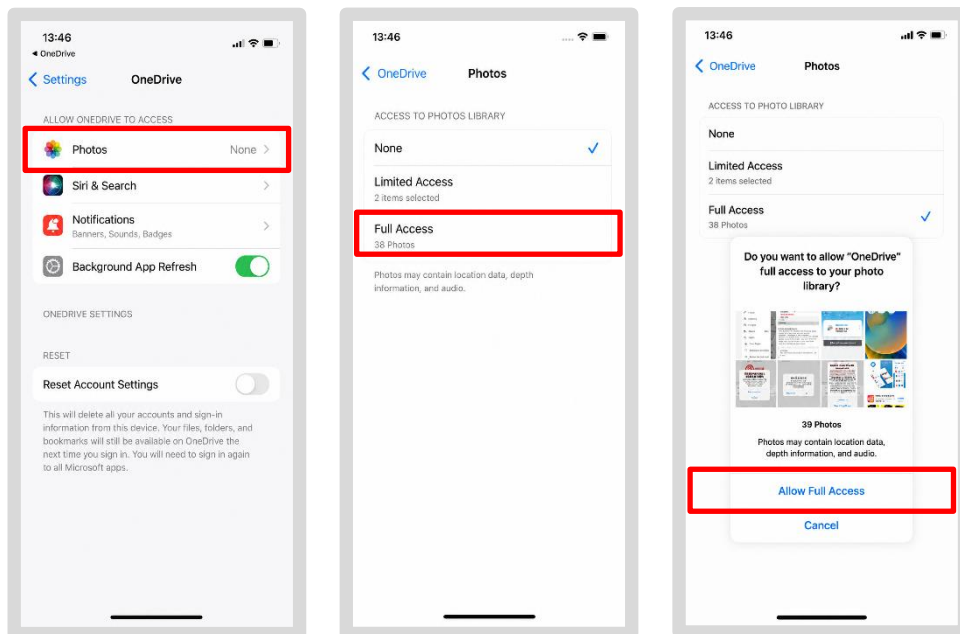
- Tap the round icon in the top left corner or your profile picture
- Then select 'Settings'



- Then tap on "Camera backup"
- Slide the toggle next to your email address to the right
- When prompted in the dialogue box, tap "Confirm"
- On the next screen, tap "Go to Settings"



- Tap “Photos”
- Tick the box next to “Full access” so that OneDrive can save **all** your photos and videos
- Tap “Limited access” – if you also take **private** photos with your iPhone and don’t want them on OneDrive. In that case, you should save them privately; this is described in [Chapter 8.5, “Backing up private data”](#)
- Tap the arrow in the top-left corner several times and return to the *OneDrive app*
- Once synchronisation has been set up, every photo taken with the camera will be synchronised with OneDrive



Note: If you also use your iPhone/iPad for personal purposes, select “Limited Access” and choose only the work-related photos and videos that you want to upload.

Backing up your private documents or photos/videos is described in [Chapter 8.5: Backing up private data](#).

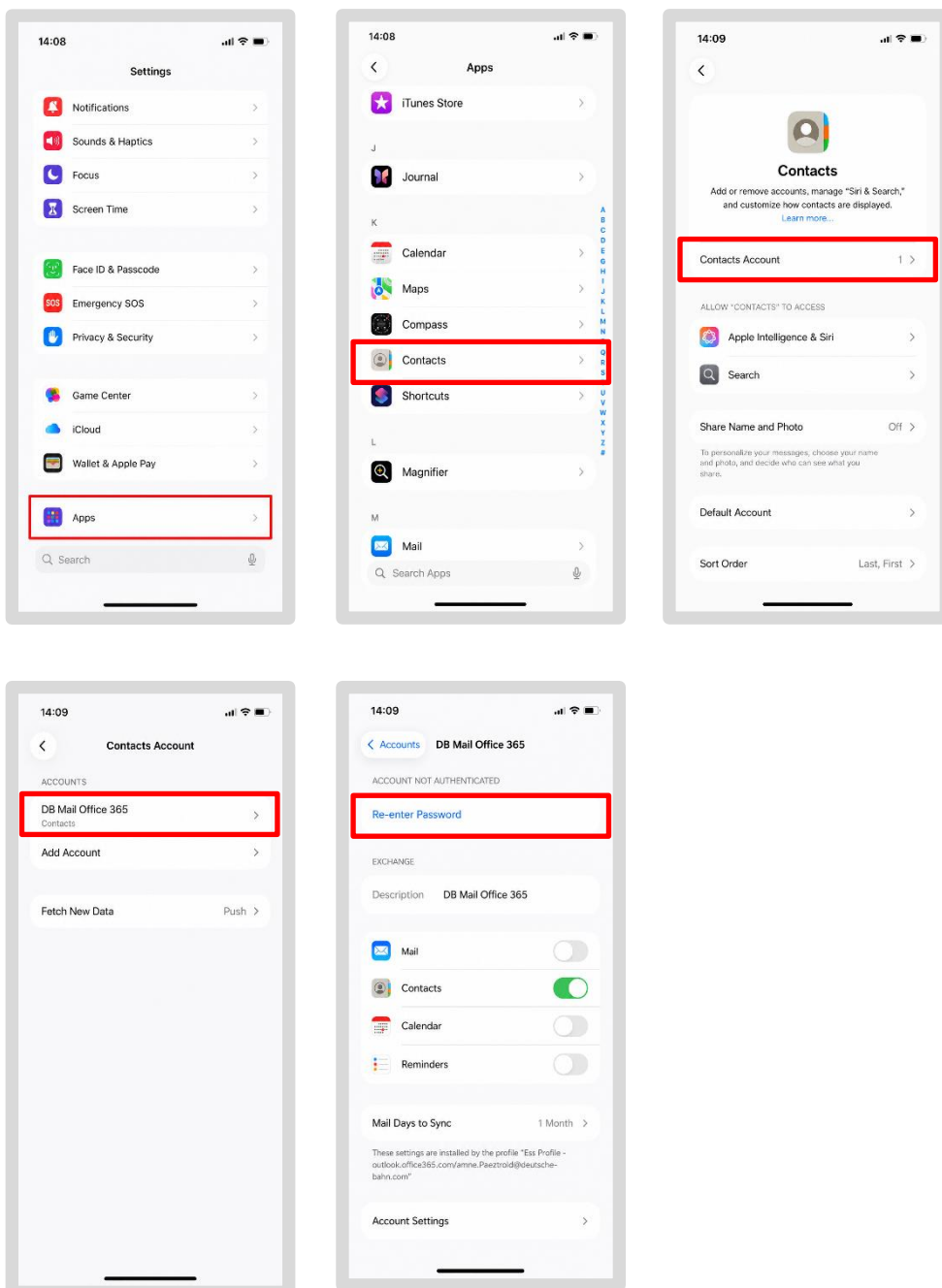
8.3 Saving PDF files

PDF files attached to emails can be saved directly from Outlook to OneDrive. Here’s how:

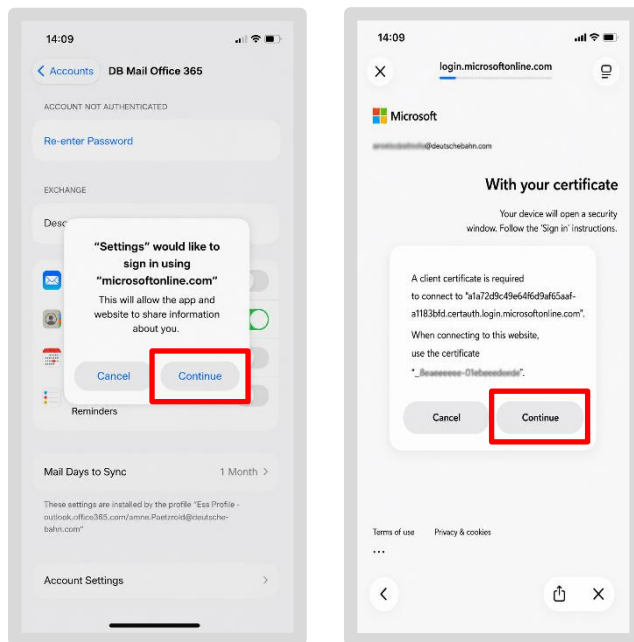
- Open the relevant email
- Then open the PDF document
- Tap the share icon in the top right-hand corner
- You will be presented with two options; select ‘Save to account’
- Tap on OneDrive and save the PDF document
- The file will now be uploaded to OneDrive

8.4 Synchronise contacts in Outlook

- Always manage your contacts directly in Outlook on every iPhone/iPad, so you can access them from all your iPhones/iPads
- To do this, go to the *Settings* app
- Tap on “Apps”
- On the next screen, tap ‘Contacts’ and then ‘Contacts account’
- Under Accounts, select “DB Mail Office 365” and then tap “Re-enter password”



- A dialogue box will open; tap the “Continue” button here – this will be recognised automatically
- Your contacts are now synchronized



8.5 Backing up personal data

If you have saved private photos, contacts, files and documents on your work iPhone/iPad, you must back these up yourself on a regular basis. This is because resetting your iPhone/iPad will also delete your private data.

To back up your private data, you can use your **private Apple account** or a **private OneDrive**, for example.

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

> mobileworkplace.deutschebahn.com/mobile-daten-sichern

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

- To back up work documents, you can use the OneDrive app, which you can open via the *company portal 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 created an email account for Outlook, please do so here.
- > See [Chapter 7.5.1 Setting up an email signature](#)

Backing up PDF documents or Word files:

- Open OneDrive
- Tap the blue plus icon
- In the dialogue box, tap the upload icon
- Select the file

Backing up photos and videos:

- Open OneDrive
- Tap on “Your profile picture”
- Enable camera backup/camera update
- Switch to the Photos app and select the appropriate access option
- Enable your work email
- Tap “Confirm” in the dialogue box asking whether you want to sync photos and videos with OneDrive

Back up your private data

To back up your personal data, you can use your personal Google account or a personal OneDrive, for example.

You can find detailed instructions with suggestions for backing up your data here:

> mobileworkplace.deutschebahn.com/mobile-daten-sichern

9 Privacy and Terms of Use

If you use a DB iPhone or iPad whilst on the move, there is always a security risk that unauthorised persons could gain access to your iPhone or iPad. Even brief access provides plenty of opportunities to access sensitive data.

Therefore, please follow these basic rules:

1. Don't just leave your iPhone/iPad lying around; always ensure it remains within your sight.
2. Do not hand your iPhone/iPad over to other people, not even to 'just have a quick look', unless it is a shared device.
3. Always secure your iPhone/iPad with a PIN or a strong password, and even better, with additional biometric security such as your fingerprint or face.
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 8 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 iPhone/iPad or DB User account on your iPhone/iPad. 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 iPhone/iPad breaks or goes missing.

Terms of Use for “Mobile Data Communication”

By accepting the iPhone/iPad and these Terms of Use, the employee confirms compliance with the Terms of Use:

1. The mobile devices are personal work tools. Passing on the iPhone/iPad or the login details/passwords/PINs 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 it 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. Data usage on the mobile device should, where available and usable by the employer, 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.

¹ Siehe auch Anlage 1 zur KBV IT Allgemeine und Besondere Nutzungsbedingungen, A (1).

² Siehe auch Richtlinie Vermögensschutz der DB, 136.01.03

9.1 Take-Off: Security aspects

Your work iPhone/iPad is part of your job. It is the property of DB Systel GmbH and must therefore be treated with care.

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

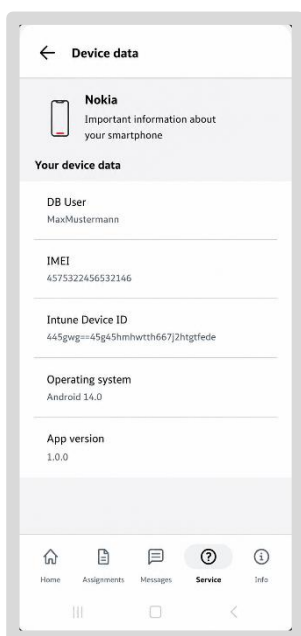
If the iPhone/iPad needs to be returned for security reasons, please return it as is.

> [See Quick Guide: Smartphone/Tablet Replacement](#)

Don't give thieves a chance: use a strong password. For example, don't stick a note with your password on your monitor.

Data protection: Where can I find the details for my iPhone/iPad?

To do this, open the *DB Mobile Info* app, use the tabs at the bottom of the screen to go to the 'Service' tab and then select the 'Device data' sub-item. Here you will see your iPhone/iPad details, such as the serial number, IMEI or operating system version (e.g. iOS 26.4.2).



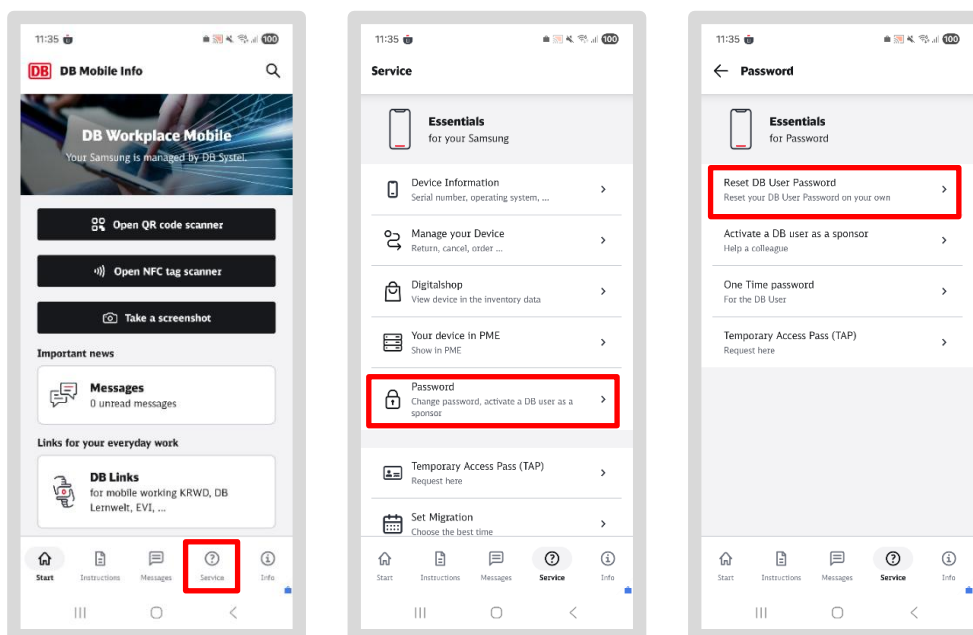
10 Forgotten your password, returning your iPhone/iPad

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 can 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:

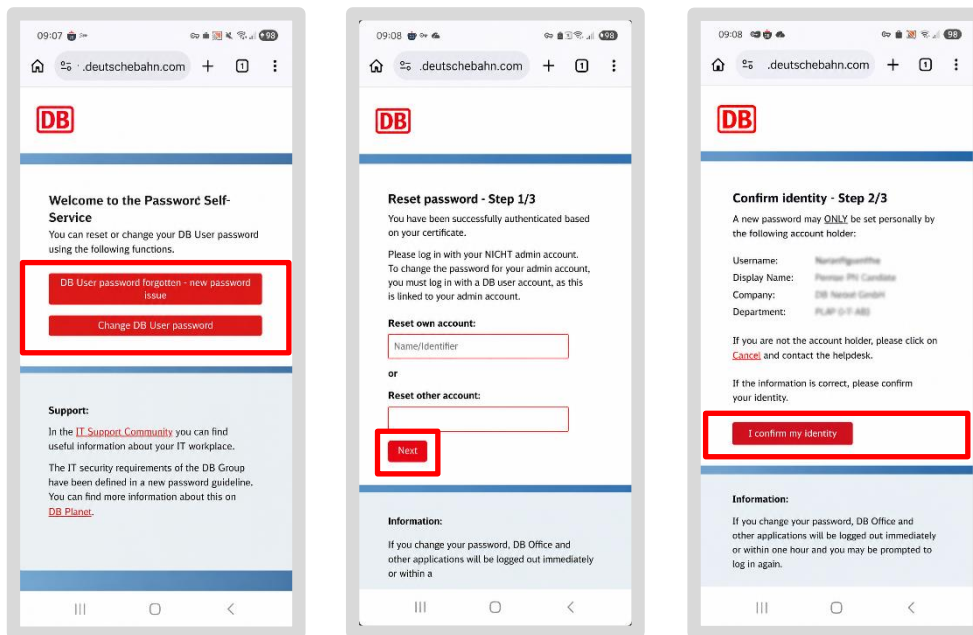
- In the *DB Mobile Info* app, select the “Service” tab
- Tap on “Passwords”
- Then tap on “Reset DB User Password”



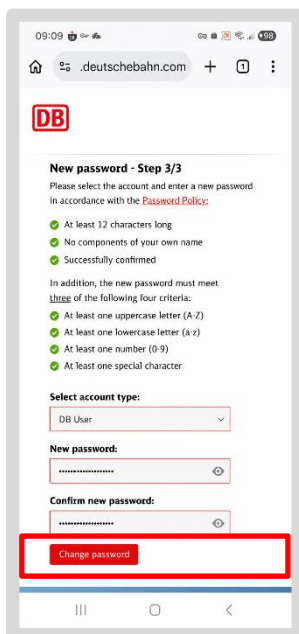
Note: A connection to *F5 Access* will be established automatically at this point. This is necessary to carry out the following steps. If a connection to *F5 Access* has not been established, you must activate it manually to continue!

If you've done everything correctly, you'll now be redirected to the Password Self-Service website.

- Now select the button that applies to you
- Tap 'Continue' without entering anything
- Then confirm your identity



- Now enter your new password, taking into account the password policy
- Confirm your entry by clicking "Change password"



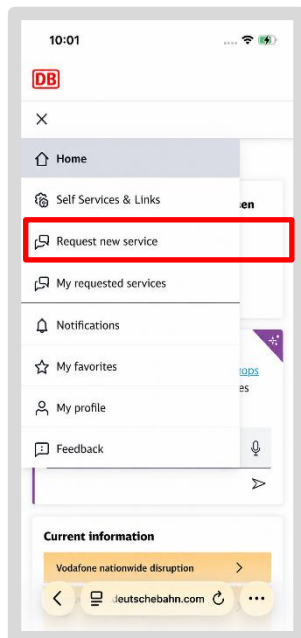
10.2 Help via the IT ServiceDesk app



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 iPhone/iPad – 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
- 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 iPhone/iPad?

Call the **IT ServiceDesk** immediately:

- Either via the *DB Mobile Info app* → , “Service” tab → , scroll right to the bottom and tap “Call” → – a call will be generated automatically

If you cannot open the app, dial this number:

- IT ServiceDesk
 - Internal: Tel. 91-5555 and for Cargo Tel. 91-7777
 - External: Tel. 0361 430 8200 and for Cargo (Germany) Tel. 00800 327 978 35
- Report the loss or theft
- Ensure that your work data is deleted, i.e. that a ‘remote wipe’ is carried out

Inform your **cost centre manager or mobile phone administrator** immediately.

- Report the loss or theft
- Ask them to have your SIM card blocked! That way, no one will be able to make calls at the company’s expense
- Discuss the next steps with them to get a new iPhone/iPad

Report the loss via the **Digitalshop**:

- Report a loss or theft via the Digitalshop
- Open the Digitalshop at <http://www.db.de/digitalshop>
- In the main menu, under ‘Inventory data’, tap on ‘Mobile devices’
- Select your iPhone/iPad from the list
- Tap ‘Perform inventory action’ on the left, then select ‘Mobile device theft’ or ‘Mobile device loss’ from the drop-down menu
- If you have any questions, please contact your mobile phone administrator!

10.4 Faulty iPhone/iPad

Notify your mobile phone provider immediately.

- Report the total loss
- Discuss the next steps with them to find out how to get a new iPhone/iPad

De-register the iPhone/iPad 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 iPhone/iPad from the list
- Tap "Perform inventory action" on the left, then select "Mobile device – Cancel subscription" from the drop-down menu
- You can find instructions for the exchange at db.de/mobile-setup
- If you have any questions, please contact your mobile phone administrator!

10.5 Returning your iPhone/iPad?

If your iPhone/iPad is faulty, you can find a quick guide to replacing smartphones/tablets at db.de/ae under Setup/Quick Guides.

Important: Back up your data in advance. This is because your iPhone/iPad will be completely wiped by the recycler after you return it. As a result, 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 (iPhone/iPad/PC). We show you how to set up OneDrive in [Chapter 8: Backing up data](#) or at mobileworkplace.deutschebahn.com/mobile-daten-sichern.

Log out of your iPhone/iPad in the Digital Shop:

- Open the Digital Shop at <http://www.db.de/digitalshop>
- In the main menu, under 'Inventory data', tap 'Mobile devices'
- Select your iPhone/iPad from the list
- Tap "Perform inventory 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
- If you have any questions, please contact your mobile phone administrator!

Simply return your iPhone/iPad 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 iPhone/iPad for dispatch

- Remove any personal accounts from your iPhone/iPad
- For iPhone/iPad: the 'Find My iPhone/iPad' feature. Also disable iCloud Lock. You can find instructions here: [Apple Support page](#)
- Remove your SIM card and memory cards
- Pack your iPhone/iPad 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 iPhone/iPad!

To ensure it always works reliably in future, make sure you always install the latest updates!

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

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

We hope you enjoy using it!