



Operating system version iOS 26.5

iPhone/iPad recovery

DB Workplace Mobile

DB System GmbH | 21 May 2026

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1 Steps to take before restoring your

If your work iPhone/iPad is experiencing issues such as slow performance, freezing or frequent crashes, resetting it to factory settings may help. These steps are necessary:

1.1 Back up your data

- **Back up your data**

To do this, follow these steps:

- a) Back up your work data and settings
 - b) Back up your personal data and settings
- > You can find instructions on how to back up your data at: mobileworkplace.deutschebahn.com/mobile-daten-sichern
 - > You can find a video guide at: db.de/mobile-videoanleitungen

1.2 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.

- Please note that the *Authenticator App* cannot be used during the recovery process
- No further steps are required
- After the recovery, the app must be reactivated; this is described in [Chapter 7.3: Activating the Microsoft Authenticator App](#)
- If you need to use the *Authenticator app* during the recovery process, use another iPhone/iPad (smartphone/tablet) to connect it to the *Authenticator app*. To do this, follow the step-by-step instructions for [setting up multi-factor authentication \(MFA\)](#)

1.3 Creating a Temporary Access Pass (TAP) – Expert Mode

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

Is your iPhone/iPad still working to some extent? → continue in this section

Is your iPhone/iPad no longer working at all?

> Go to [Chapter 2.2: Resetting your iPhone/iPad via the IT ServiceDesk app](#)

iPhone/iPad is still partially functional:

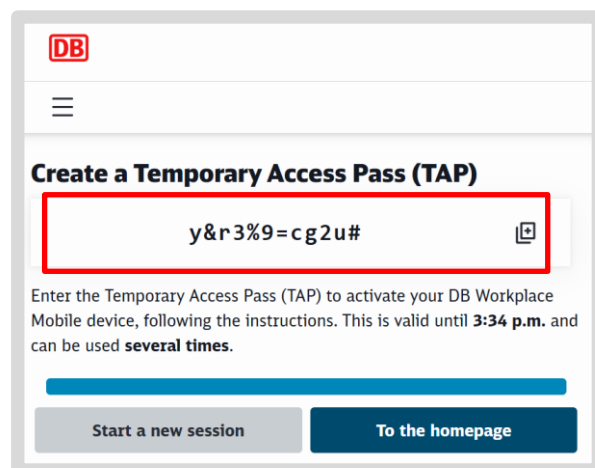
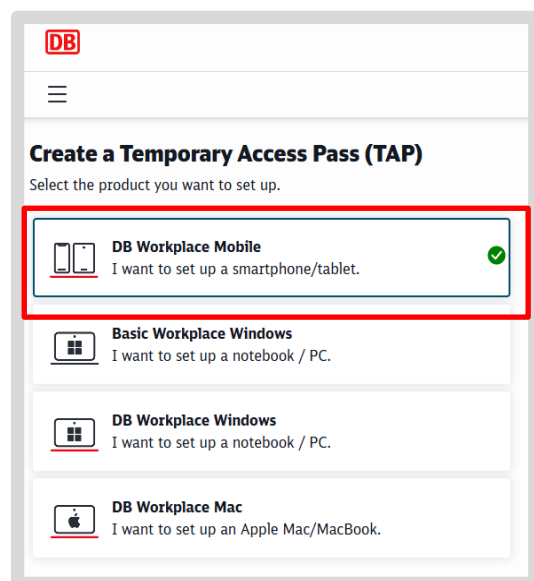
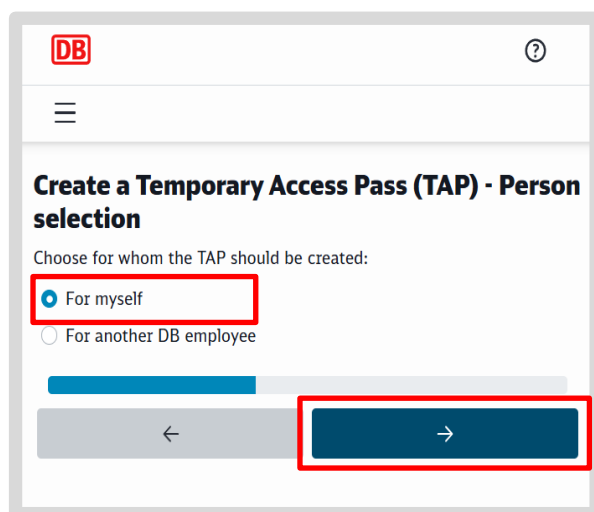
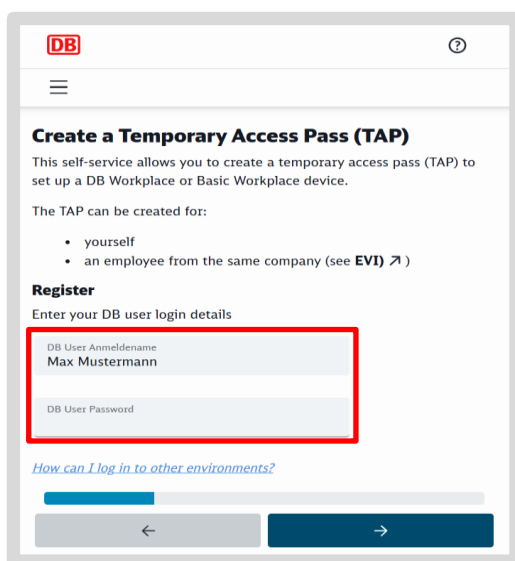
> **Note:** A video guide on how to do this can be found here: db.de/mobile-videoanleitungen

If you still have the Welcome app installed:

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

If you haven’t installed the Welcome app:

- 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”
- The Temporary Access Pass (TAP) will then be displayed
- This is now **valid for 60 minutes and can be used on multiple smartphones/tablets**



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 another iPhone/iPad.

- Make a note of the temporary access pass on a piece of paper or in a notebook
- You will need it later, after you have reset your iPhone/iPad
- You have plenty of time to reset your iPhone/iPad
- > Go directly to [Section 2.1: Resetting your iPhone/iPad](#)

2 Start recovery: Reset iPhone/iPad

2.1 Reset iPhone/iPad yourself

- > **Note:** A video guide on how to do this can be found here: db.de/mobile-videoanleitungen
 - Swipe down from the top of the screen and tap the cog icon
 - The *Settings app* will open
 - Tap on 'General'
 - Scroll further down and tap on "Reset"
 - Then select "Reset to factory settings"
 - You will see a message explaining what will be deleted by the reset once you have backed up all your work data (here is the link: mobileworkplace.deutschebahn.com/mobile-daten-sichern)
 - Tap the "Reset" button, enter your screen lock passcode, and then tap "Erase All Content and Settings"
 - Wait a few minutes; your iPhone/iPad will reset automatically
- > Go to [Chapter 3: Set up again in the Company Portal app](#)

2.2 Resetting your iPhone/iPad via the IT ServiceDesk app

If your iPhone/iPad is no longer working at all, follow these steps:

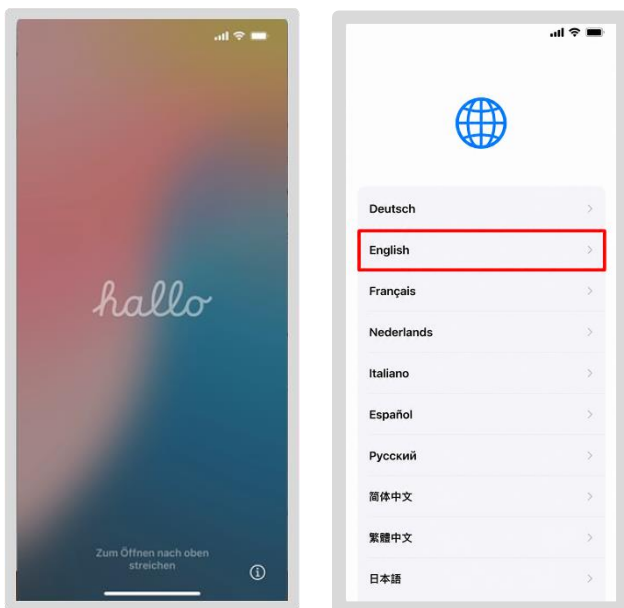
- Open the [IT ServiceDesk app](#) and, under "New Service Request", submit your request to reset your iPhone/iPad
 - If you cannot open the app, call this number:
 - **IT ServiceDesk**
 - Internal: Tel. 91-5555
 - External: Tel. 0361 430 8200
 - **IT ServiceDesk DB Cargo**
 - Tel. 91 7777 (internal)
 - Tel. 00800 327 978 35 (external)
 - If further issues arise, please consider the following in advance:
 - Where did the problems occur?
 - **Identify the source of the fault** so that support can be provided more quickly
 - **If you encounter certificate issues:** After completing the registration process (Section 6.1), please wait **between 5 minutes and 24 hours** for all information and certificates to be transferred to your iPhone/iPad.
- > Go to [Chapter 3: Set up again in the Company Portal app](#)

3 Set up again in the Company Portal app

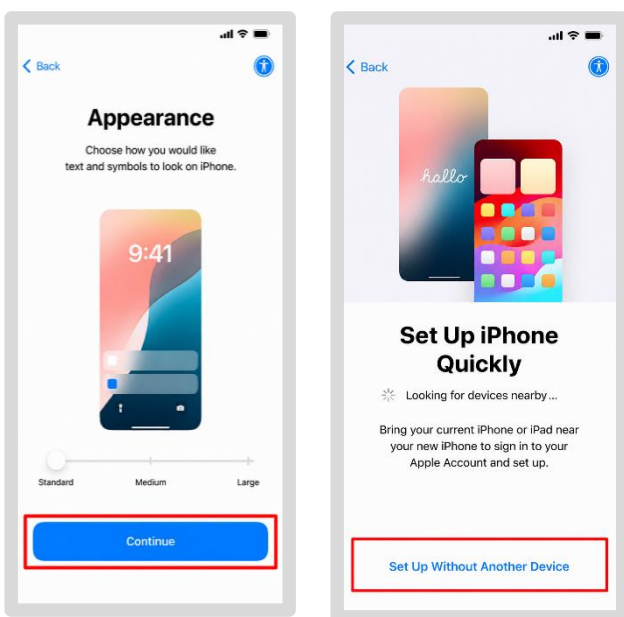
3.1 Select language

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

- The iOS setup assistant will start (you will be greeted with “Hello”)
- Swipe up on the screen
- Select your preferred language, e.g. “German”, and then tap on the country, e.g. “Germany”, to continue



- Tap the “Continue” button
- Then tap “Set Up without another device”



3.2 Set up Wi-Fi

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

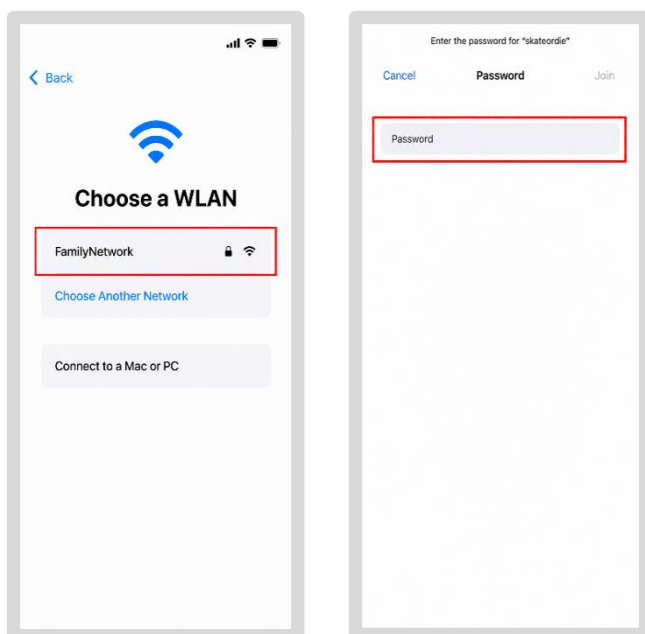
- Use your **mobile data**, provided there is a SIM card in your iPhone/iPad (this may incur charges!)
- Set up a hotspot using your personal iPhone/iPad

or

- Use a hotspot from your colleague's DB iPhone
- 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 want to select
- Enter your personal login details and tap "Connect"
- If prompted a second time, tap "Continue"



As soon as your iPhone/iPad is connected to the Wi-Fi, it will connect to the DB network.

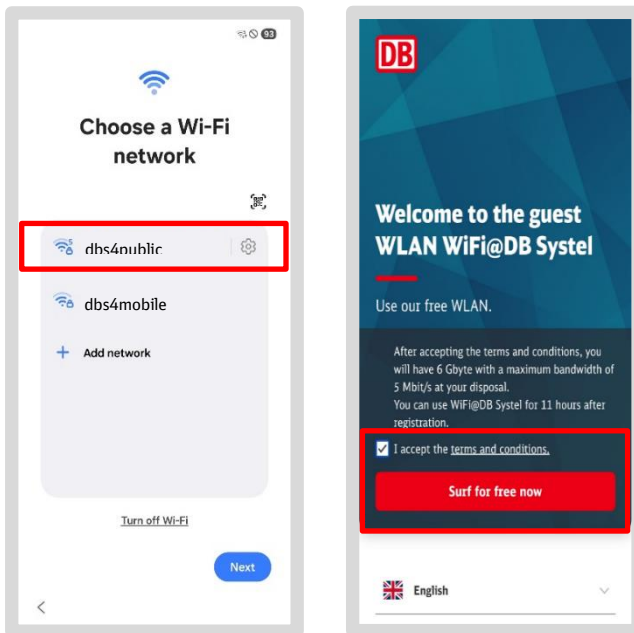
> Go to [Chapter 4: Logging in with your iPhone/iPad on the DB network](#)

3.3 Setting up Wi-Fi in DB buildings

As the “dbs4public” Wi-Fi in DB buildings does not always work satisfactorily, we recommend following one of the steps outlined in [Chapter 3.2: Setting up Wi-Fi](#).

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

- Tap the “dbs4public” Wi-Fi network
- A dialogue box will open; accept the terms and conditions
- Tap on “Surf for free now”
- Tap “Close”



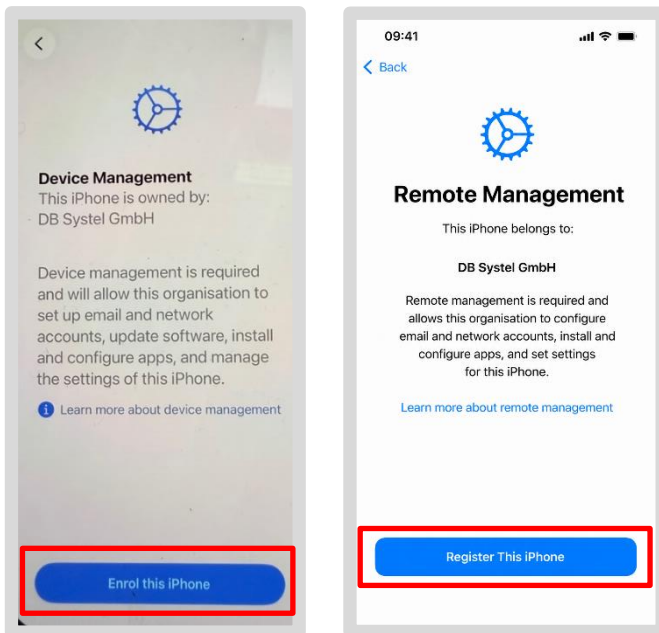
As soon as your iPhone/iPad is connected to the Wi-Fi, the connection to the DB network will start.

- > Go to [Chapter 4: Registering your iPhone/iPad with DB](#)

4 Registering your iPhone/iPad with DB

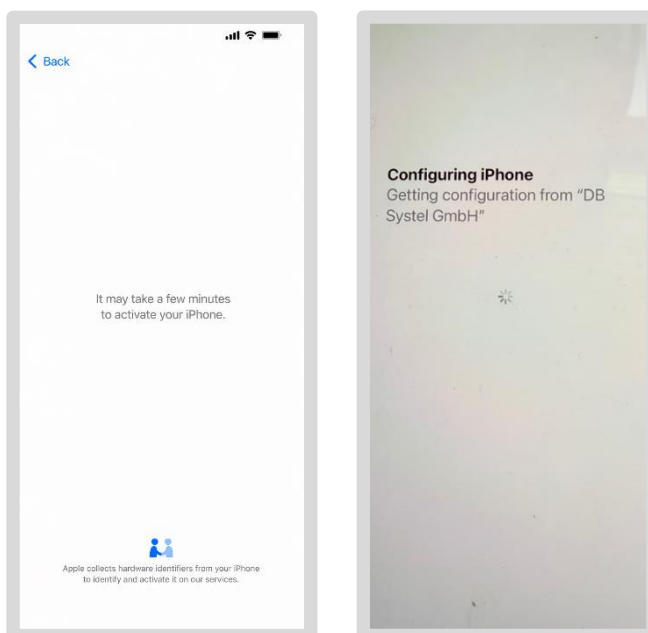
In the next step, your DB iPhone/iPad must be reconnected to the DB network (specifically to the Enterprise Mobility Management → , or EMM for short). Wait until instructions appear. Depending on your network connection, the screens may refresh or change.

- The iPhone/iPad is activated and managed remotely
- Tap on “Enrol this iPhone”
- Then confirm the following prompts by selecting “Register this iPhone”



4.1 Perform configuration

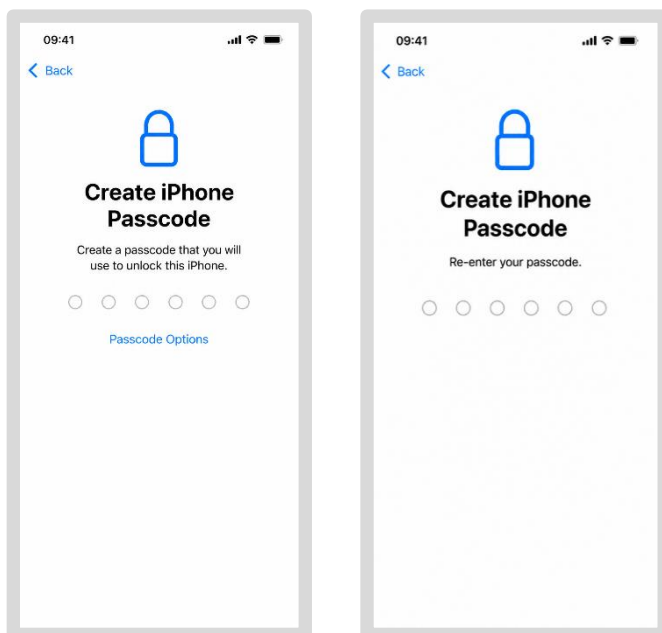
In this step, your iPhone/iPad will receive the enterprise configuration.



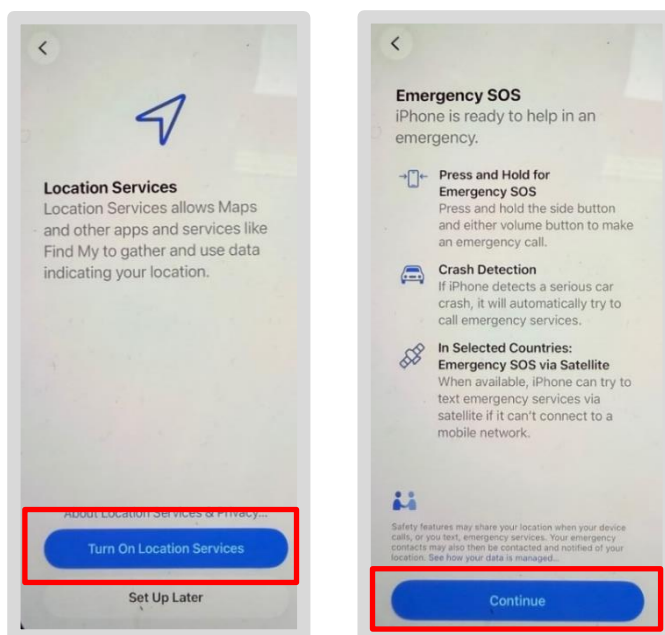
4.2 Set up screen lock

To protect your iPhone/iPad, set up a device passcode.

- Make sure the new passcode is a 8-digit combination
- Please note the information in the [privacy and terms of use](#)
- Enter the passcode twice in succession and tap “Continue”



- Tap “Turn on Location Services”
- Tap “Continue” when prompted about the SOS emergency call



> Go to [Chapter 5 Activate iPhone/iPad – Create a Temporary Access Pass \(TAP\)](#)

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

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

- a valid Temporary Access Pass (TAP)
- your DB username and DB password
- Microsoft *Intune- Company portal app*, short *Company portal app*

If you have already created an access pass:

- > Go to [Chapter 6: Activate iPhone/iPad with the Temporary Access Pass \(TAP\)](#)
- > Otherwise, go to [Chapter 5.1: Create a temporary access pass \(TAP\)](#)

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/passwort
- > You can find instructions on how **to change your password** in [Change DB User Password](#)
- > You can find out **how to obtain your DB User** in [Prerequisite: DB User](#)
- > You can find your **DB username** in DeBI at: db.de/debi

5.1 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 that is already logged into the DB network. 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 5.2 Create a temporary access pass for a colleague](#)

Option 3 – Expert mode:

You **only** have an **iPhone/iPad** and were able to use it long enough to create a temporary access pass (TAP) before resetting it. Make a note of your access pass and go to:

- > [Chapter 6: Activate iPhone/iPad with the temporary access pass \(TAP\)](#)

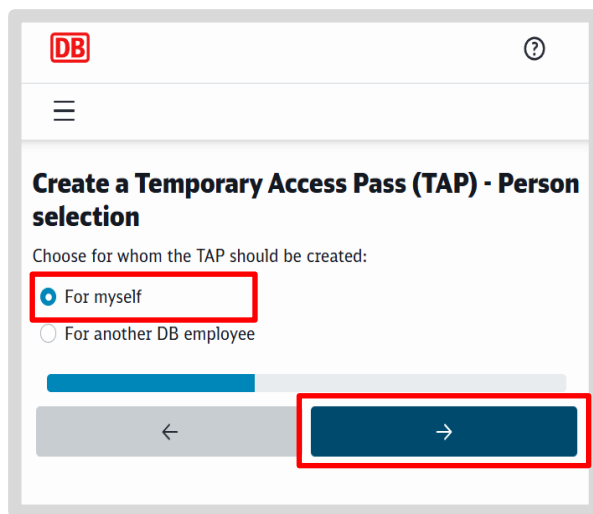
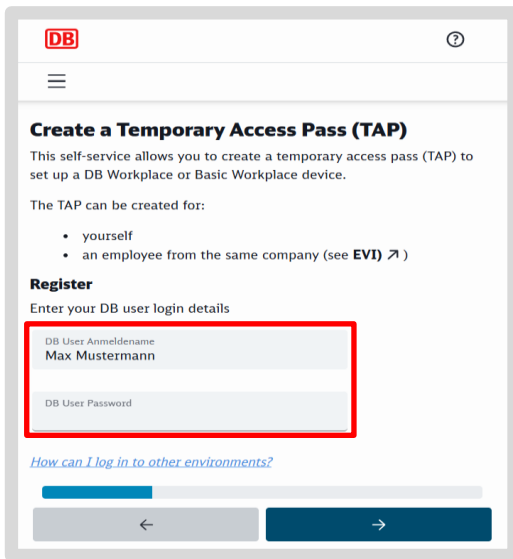
Note: Your TAP is only valid for 60 minutes and can be used on multiple smartphones/tablets!

Via the DB Mobile Info app on your iPhone/iPad:

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

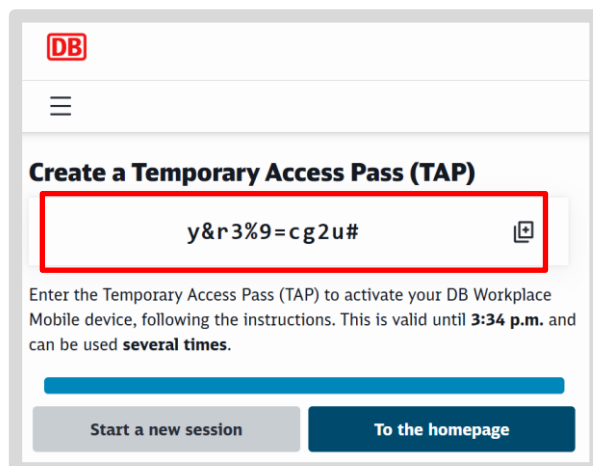
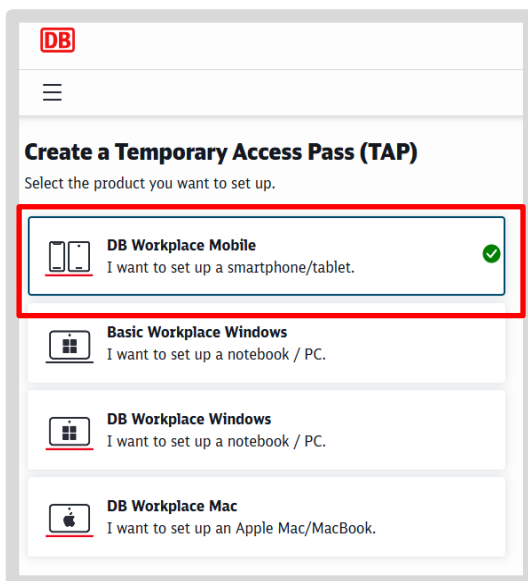
Via your DB Workplace on Windows or Mac:

- 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 now valid for 60 minutes and can be used on multiple smartphones/tablets



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

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



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 iPhone/iPad

- You can now activate your iPhone/iPad in the *Company Portal app*
- > Go to Chapter 6: Activate iPhone/iPad with the temporary access pass (TAP)

Important!

Your iPhone/iPad is not yet connected to the
DB network yet!
Enter the **Temporary Access Pass (TAP)**
in the *Company Portal app*.

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

- > Chapter 6: Activating your iPhone/iPad with the temporary access pass (TAP)

5.2 Create a temporary access pass for a colleague

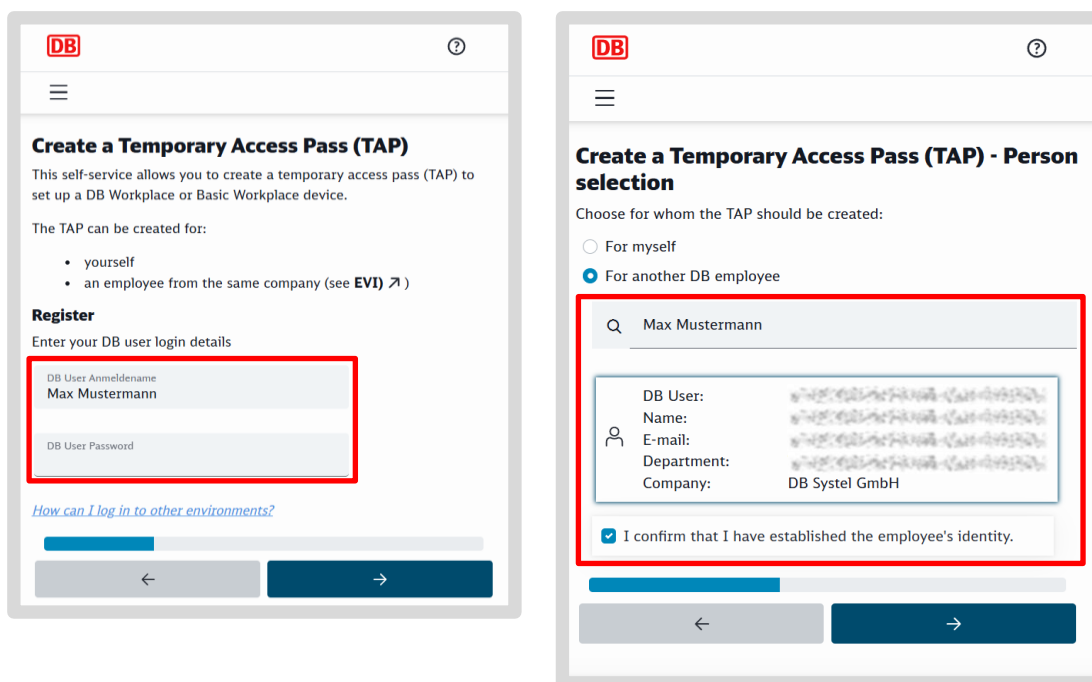
To create a TAP for a colleague, follow these instructions:

If you still have the Welcome app installed:

- Open the *Welcome app* and tap '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

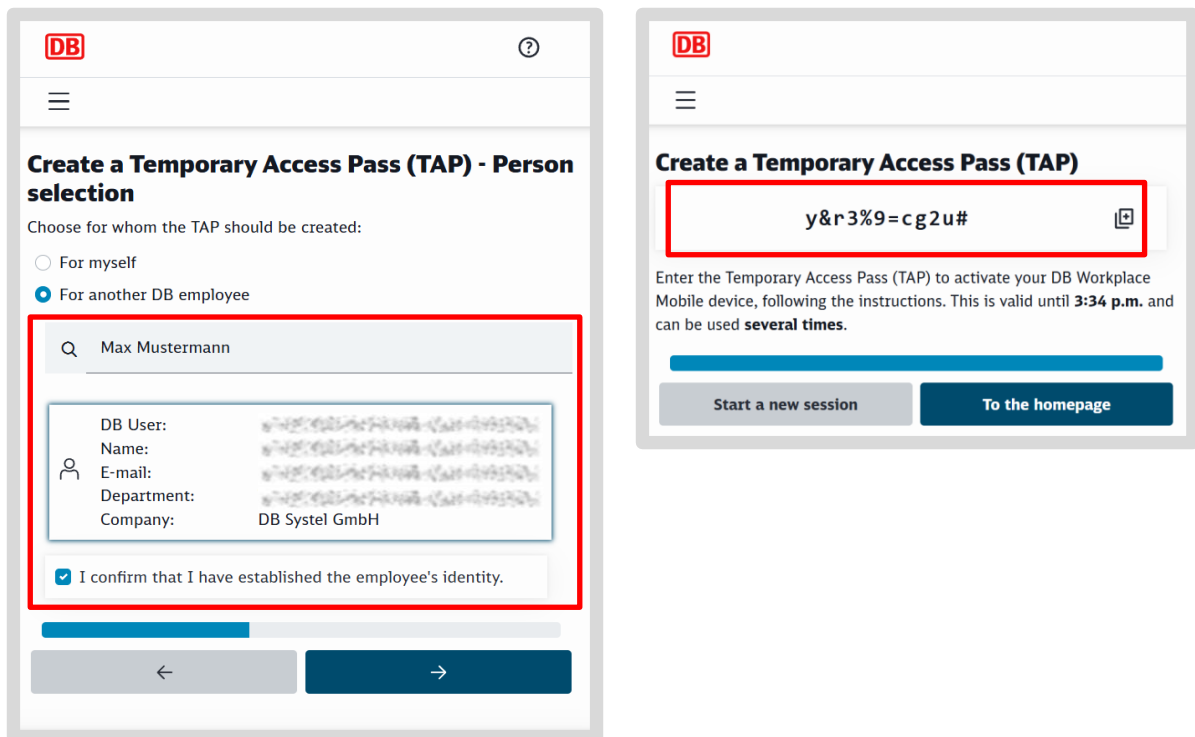


- Select the correct person and confirm their identity
- Hand over control in *Teams* to your colleague(s) (if working remotely via *Teams*)

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 colleague can now activate their iPhone/iPad in the *company portal app*
- > Go to [Chapter 6: Activate iPhone/iPad with the temporary access pass \(TAP\)](#)

Important!

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

Enter the **Temporary Access Pass (TAP)**
in the Company Portal app.

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

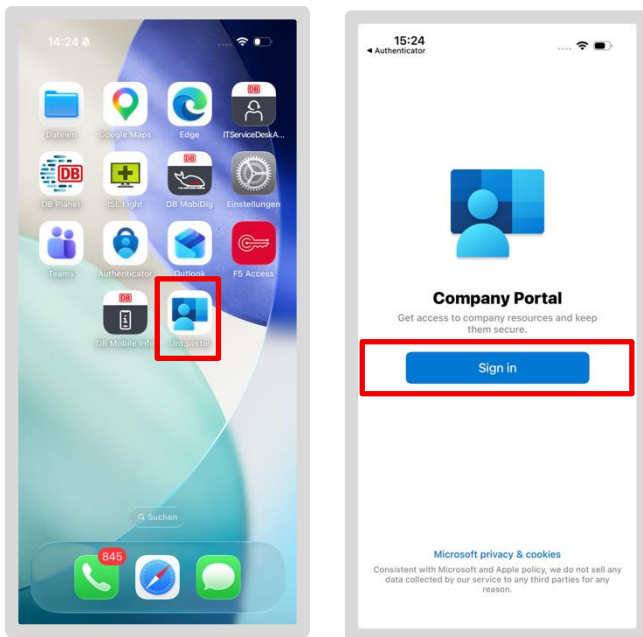
> [Chapter 6: Activating your iPhone/iPad with the temporary access pass \(TAP\)](#)

6 Activating iPhone/iPad with the temporary access pass (TAP)

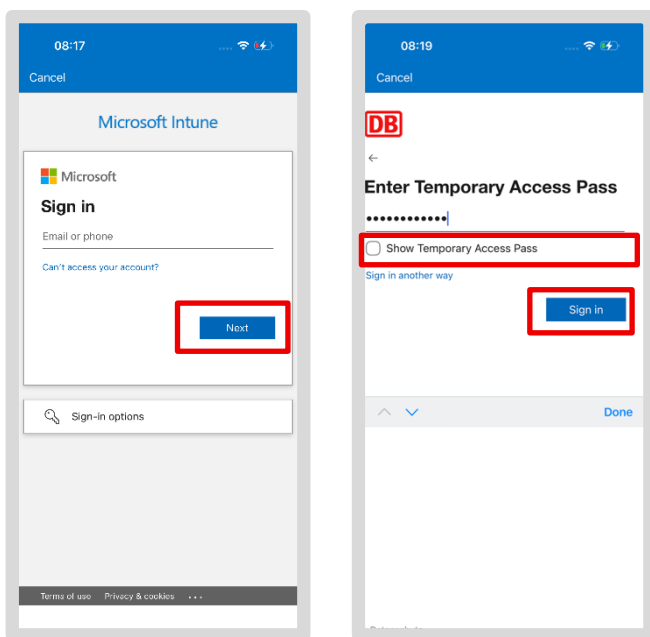
> **Note:** Check that you have received a temporary access pass (TAP) as described in Chapter 5: Activating iPhone/iPad – Creating a temporary access pass (TAP)!

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

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



- Enter your **DB user's email address** (not the DB user's name!) and tap ‘Next’
- Tick the box next to “Show temporary access pass”
- Enter your temporary access pass and tap “Log in”



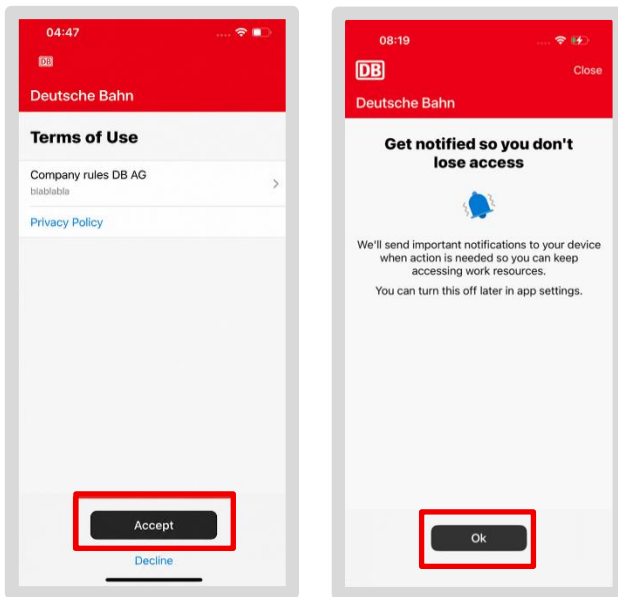
If you receive an error message:

- create a new temporary access pass and repeat the login process as described in [Chapter 5: Activate iPhone/iPad – Create a temporary access pass \(TAP\)](#)
- > Otherwise, go to [Chapter 6.1 Setting up access to all DB apps and websites](#)

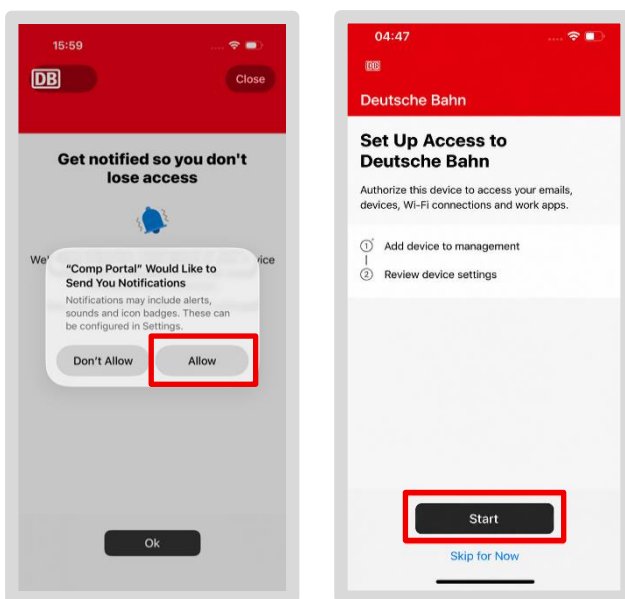
6.1 Set up access to all DB apps and websites

Important: Follow these steps **WITHOUT putting your iPhone/iPad down**, otherwise the iPhone/iPad will not set itself up in the *Company Portal* app and you will not be able to work!

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

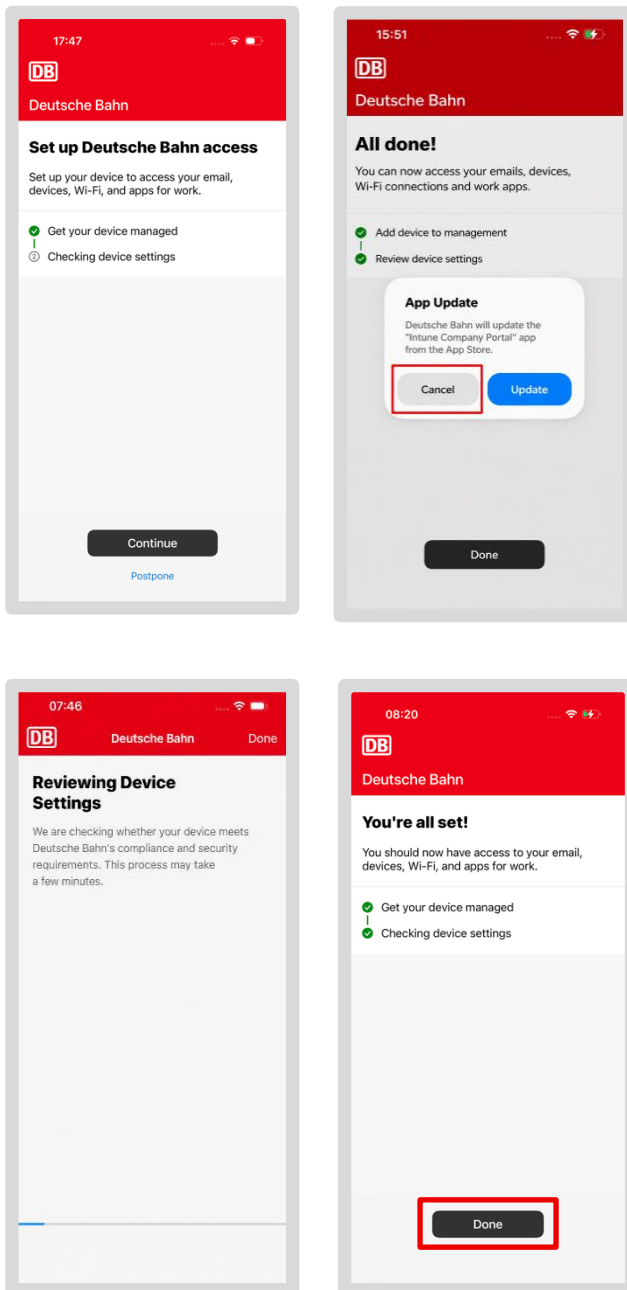


- Tap “Start” to gain access to the DB network then tap “Continue”



- Tap “Cancel” on 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”

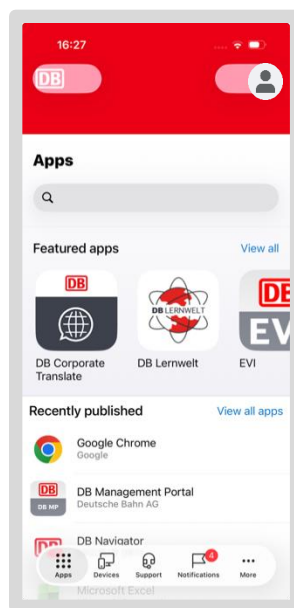
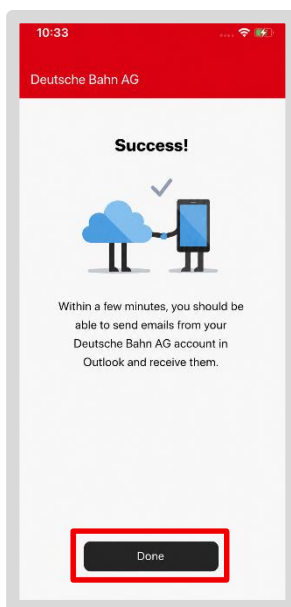
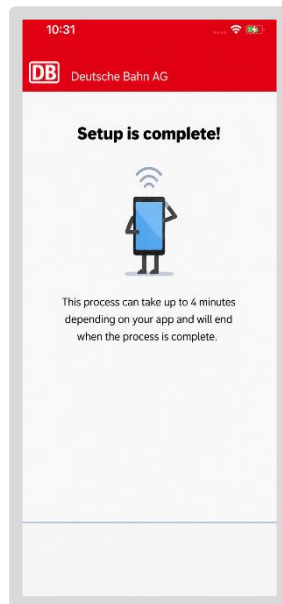
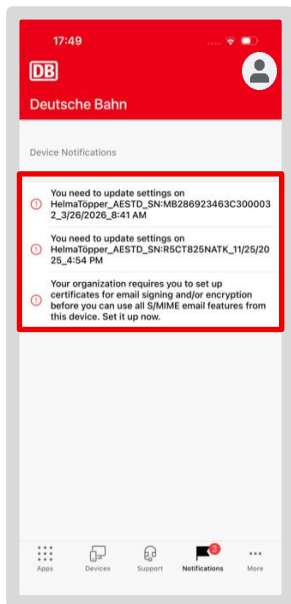
6.2 Set up email encryption

Note: Set up email encryption now; you won't be able to do this later!

When "All done!" appears:

- Swipe down from the top of the light grey area to refresh the page
- A message appears regarding the setup of certificates for email signing and encryption

- Tap the message; the certificates will then be loaded and “Setup is complete...” will appear
- Tap “Done”; you can now receive encrypted emails
- You will now see all DB apps that are available for download in the *Company Portal* app



Note:

After registration, please wait between 5 minutes and 1 hour

until all information and certificates have been transferred to your iPhone/iPad. You can then use your apps such as *Outlook*, *Teams*, etc.

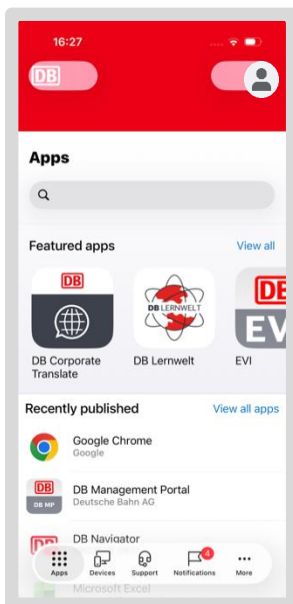
6.3 DB Apps

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.

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.

- If you use ASES or ATOSS Staff Center for time tracking, here are the instructions for the key functions of [ATOSS Staff Center](#)
- 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
- You can download further DB apps from the *Company Portal app*
- For private apps you need a private Apple ID, enter your private email for this

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.



7 Required settings

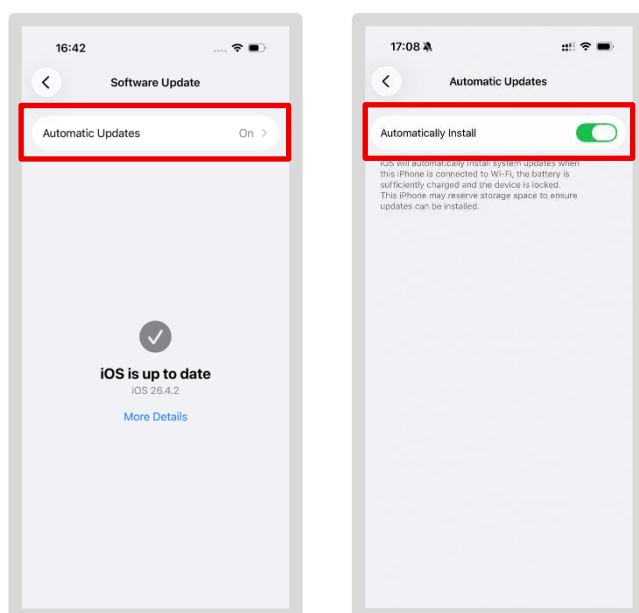
Please note: It may take **between 5 minutes and 24 hours** for the certificates to be issued. Only then will you be able to use your apps, such as *Outlook*, *Teams*, etc.

7.1 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

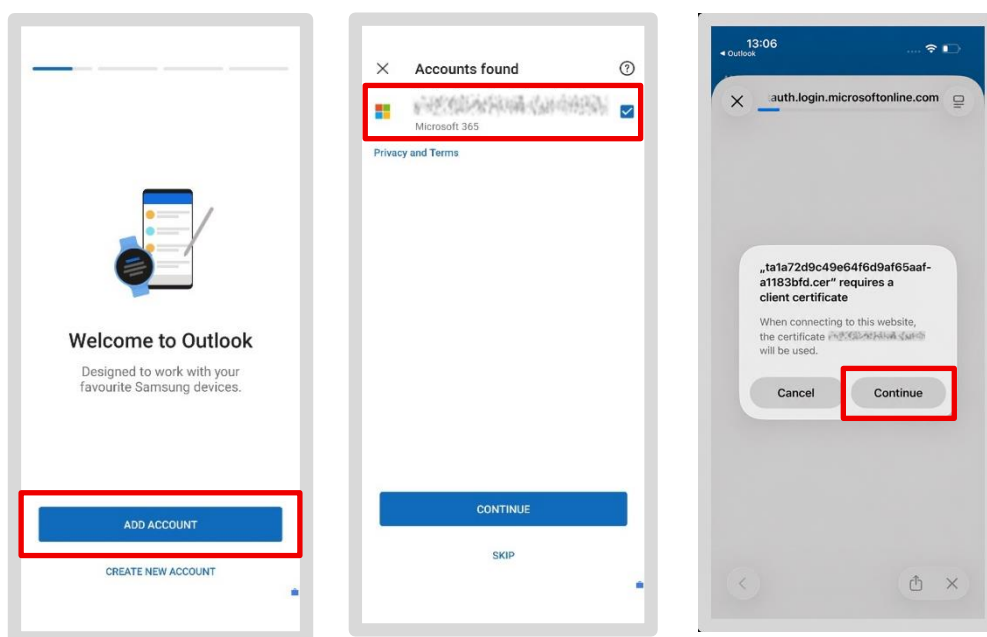


Important:

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!

7.2 Set up Outlook / Create an email account

- 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 a certificate



Your email account is now being set up:

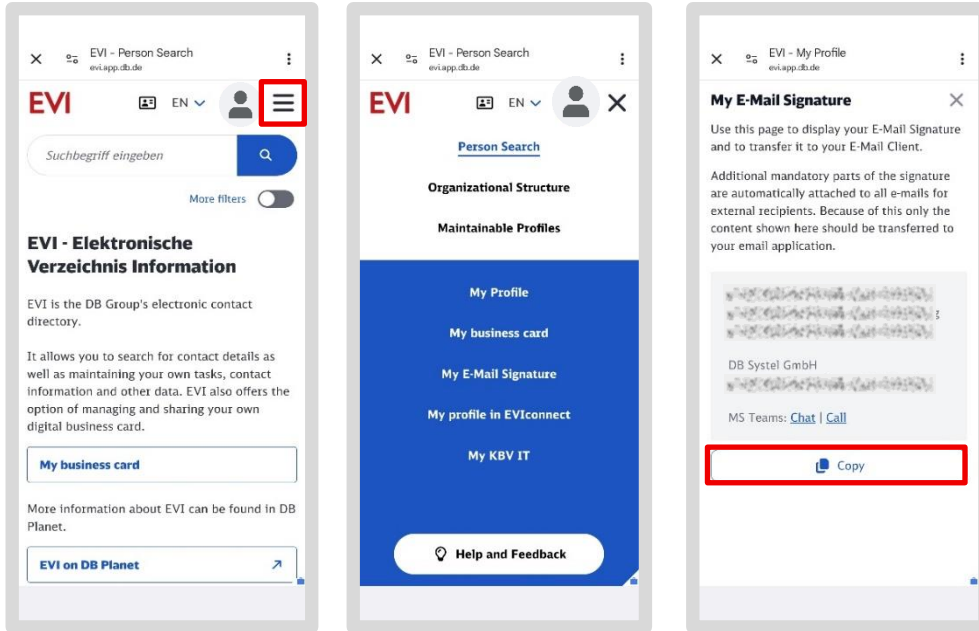
- Tap “Maybe later” when asked to add another account
- And tap “No, thanks” to enable notifications
- Your emails are now being loaded (this process may take a few minutes)
- You can then read and write emails again

7.2.1 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”.

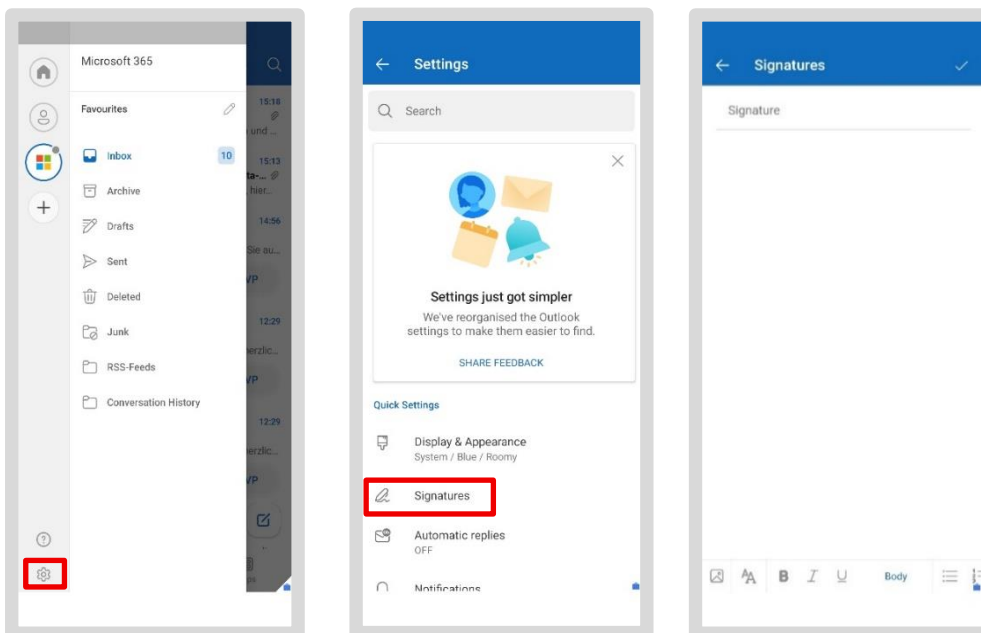
Here’s how to get your email signature from EVI:

- 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



Insert the signature in Outlook:

- Open the *Outlook* app
- Tap your profile picture in the top left corner, then tap the cog icon in the bottom left 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.

7.2.2 Encrypting emails with

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.

7.2.3 Email synchronisation – All emails always up to date

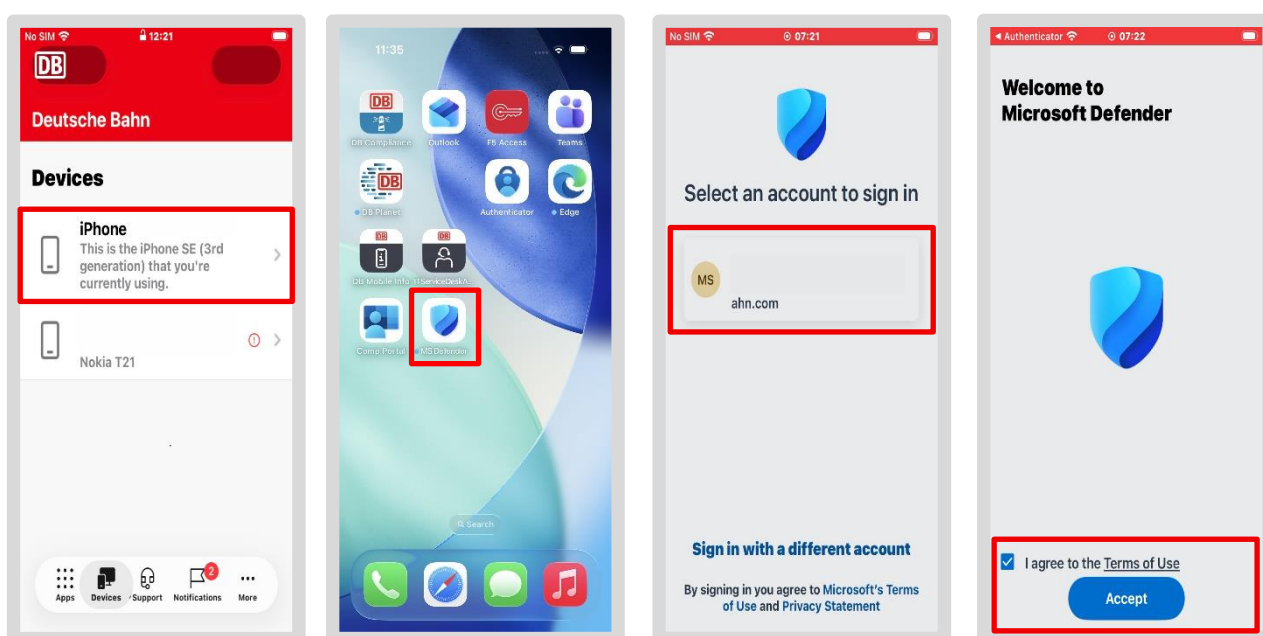
All your emails are automatically backed up in the *Outlook app* and synchronised with your linked Office account. This means that no matter which device you log in from – whether an iPhone/iPad or a BKU computer/Basic Workplace computer – you are always up to date.

7.3 Set up the MS 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



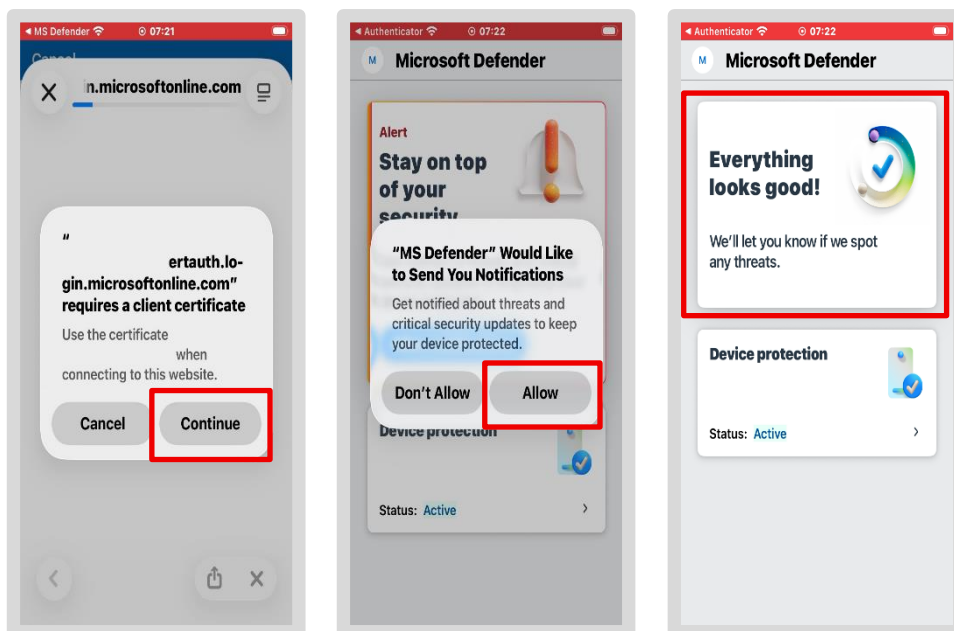
In exceptional cases:

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.

7.3.1 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:

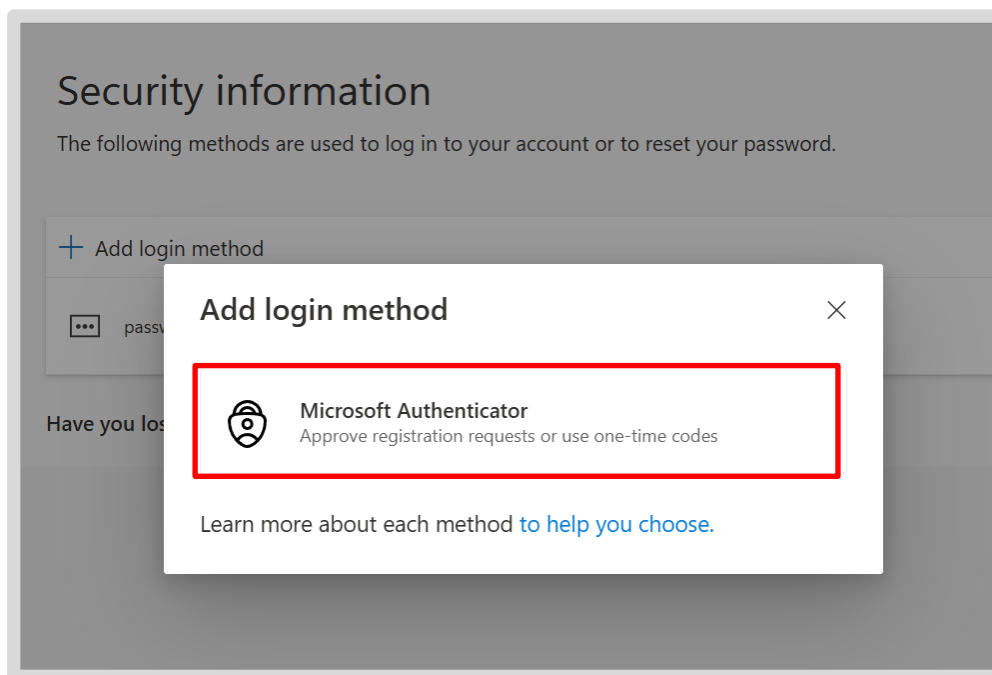
- If a **green tick** is visible, **no threat** has been **detected**
- If **no green tick** is visible, please wait a few hours and restart the app (close the app and open it again)
- > If a green tick still does not appear, go to: [DB Questions](#)

The iPhone/iPad is now protected against attacks.

7.4 Reactivating the Microsoft Authenticator app

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

- Tap 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**, please reactivate the app on those websites

Tip: If you have difficulty reactivating the connections in the Authenticator app after recovery, 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.

7.5 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

7.6 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 restored your work iPhone/iPad!

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

> Instructions on how to re-import your contacts stored in *OneDrive* can be found in the document: "Setup" Chapter 8.5 – Backing up contacts in *OneDrive* at db.de/ae

> You can find a detailed guide to the setup process at db.de/mobile-setup