

This guide will walk you through the process of setting up Next Generation dbRAS and Authentication (Microsoft Authenticator) app on your mobile device and enabling Passwordless sign-in.

This document can be used by:

• A new starter who is required to connect remotely via dbRAS (Deutsche Bank Remote Access Services) for the first time and never have visited a DB Office.



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1. How to Request a Temporary Access Passcode?

A One-Time Passcode – Temporary Access Pass (OTP-TAP) works with Microsoft Azure MFA to authenticate you to dbRAS (Deutsche Bank Remote Access Services) when you do not have Microsoft Authenticator app registered with DB for the first time.

This process can ONLY be done by either your Line Manager, DB colleague or your Sponsor on behalf of yourself.

They will need to go the dbSupportPlus portal (<u>https://dbunity.service-now.com/dbsupportplus.do#/home</u>) and search for knowledge article "**KB0373386**" to find the instructions on how to submit an OTP-TAP request on your behalf. TAP Passcode can be used multiple times and is valid for 7 hours. After requesting, it will be sent within 15 minutes.

2. How will I receive the Temporary Access Passcode?

Your DB Sponsor, Line Manager or DB colleague can request the OTP-TAP on your behalf. The OTP -TAP code will be sent to two delegates who will communicate each part of the code to you.

3. How do I setup Microsoft Authenticator App using a Temporary Access Passcode?

To install and set up Microsoft Authenticator app on your mobile device follow below steps

- 1. Download and install the Microsoft Authenticator application from your device's application store. In the case of Android use Google Play store in the case of Apple iOS devices please use the Apple app store.
- 2. Open Microsoft Authenticator app and choose Add work or school account, and press the Sign-in as in the screens below.



For internal use only

3. Please enter your DB email address (first.lastname@db.com) and press Next

| 22:37 Search | al 🗢 🕞 |
|---------------------------------|--------|
| Cancel | |
| Microsoft | |
| Sign in | |
| ib.com | |
| r account? | |
| _ | |
| 1 | Next |
| | |
| 🔍 Sign-in options | |
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| Terms of use Privacy & confries | |

4. You will see the screen below, instead of using the password select the option as in the screen below **Other Ways to** sign-in and press Sign-in

| Microsoft | |
|---------------------------|---------|
| @db.com | |
| Enter password | |
| Password | |
| Forgotten my password | |
| Other ways to sign in | Sign in |
| Welcome to Deutsche Bank! | |

5. On the screen below select the option "Use Temporary access pass"

| Hi Mi | crosoft | | |
|-----------------------------|--|--|--|
| Choose a way to sign in | | | |
| Ô | Approve a request on my Microsoft Authenticator app | | |
| ••• | Use my password | | |
| © | Use Temporary access pass | | |
| | Back | | |

6. You will be asked to Enter Temporary Access Pass. Please enter the OTP-TAP (One-Time Passcode – Temporary Access Pass) code that you have been given and press **Sign in**.



7. On the screen below press **Continue**. If you have not already set a device passcode you will be promoted in the screen below to set a device passcode.



8. On the screen below you will be requested to register your device. Press Register

| 01:02 Search | _] \$ lh. | | |
|------------------------------------|----------------------------|--|--|
| Cancel | | | |
| Microsoft | | | |
| db.com | | | |
| Help us keep your device secure | | | |
| Register your device to continue | . More details Register | | |
| Welcome to Deutsche Bank! | | | |
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| | | | |
| Terms of use Privacy & cookies | | | |

9. Press Allow on the screen below.

| 01:0 | | al 🗢 🕞 |
|--|------------------------------------|---------------------------|
| | | |
| Olo2 Cancel Sign-in with your phone Sign-in | | |
| 0 | Don't Allow must go to Settings | Allow . You to enable it. |
| | Skip | Continue |

10. Once registered you will screen below, press Finish.



4. How do I enable Passwordless Authentication?

 Go to the Microsoft Authenticator App and then to the @db.com account and press the button for Enable Phone Sign-In



2. You will be requested to set a device passcode code if you do not already have one set. You will also be required to register your device in Azure if not registered. Once this is complete press **Continue.**



3. When you see the screen below **Passwordless enabled**, you can use MS Authenticator app to sign-in to DB services such as dbPass (account unlock & password) and dbRAS (Zscaler) without the need for Password.





Prepare your personal laptop/desktop to connect to dbRAS Remote Access

5. dbRAS Setup Guides

On your personal laptop/computer by going to <u>https://dbras.db.com/</u> to access dbRAS (Windows or Apple macOS) setup guide in "**Getting Started**" section, where you can download the components directly to your device.

| Getting Started Help Articles dbPass (Account Unlock & Password Reset) | | | | |
|--|--|--|--|--|
| Getting Started You will need to configure a few pre-requisites on your personal laptop/desktop before you are able to login. | | | | |
| To access the dbRAS setup guide you will need Microsoft Authenticator setup on your mobile device 🙃 dbRAS Setup Guides 💍 | | | | |
| Windows PC. Setup Guide Bapte macOS. Setup Guide | | | | |
| Click Here How to access dbRAS Setup Guide | | | | |
| | | | | |

PLEASE NOTE: When you open the <u>Setup Guide</u> or connect to <u>dbRAS</u> - Zscaler you will need to authenticate with Microsoft Authenticator <u>Passwordles sign-in</u> you have just setup.

1. Sign in with your DB email address and press **Next**. (see Microsoft sign-in page screenshots below)

| Microsoft | |
|----------------------------|------|
| Sign in | |
| first.last@db.com | |
| Can't access your account? | Next |
| Welcome to Deutsche Bank! | |

2. Click on Use an app instead to sign-in with <u>Passwordless</u>.

| Microsoft | |
|---------------------------|---------|
| @db.com | |
| Enter password | |
| Password | |
| Forgotten my password | |
| Use an app instead | |
| | Sign in |
| | |
| Welcome to Deutsche Bank! | |

3. Approve the notification on your mobile device with the two-digit code.

| Microsoft | | |
|-----------|---|--|
| | @db.com | |
| | Approve sign in | |
| | Open your Authenticator app, and enter the number shown to sign in. | |
| | 94 | |
| | Use your password instead | |

