



New Starter – First Time Logging In? - Setup Guide

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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Setup Microsoft Authenticator App



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 (<https://dbunity.service-now.com/dbsupportplus.do#/home>) 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.

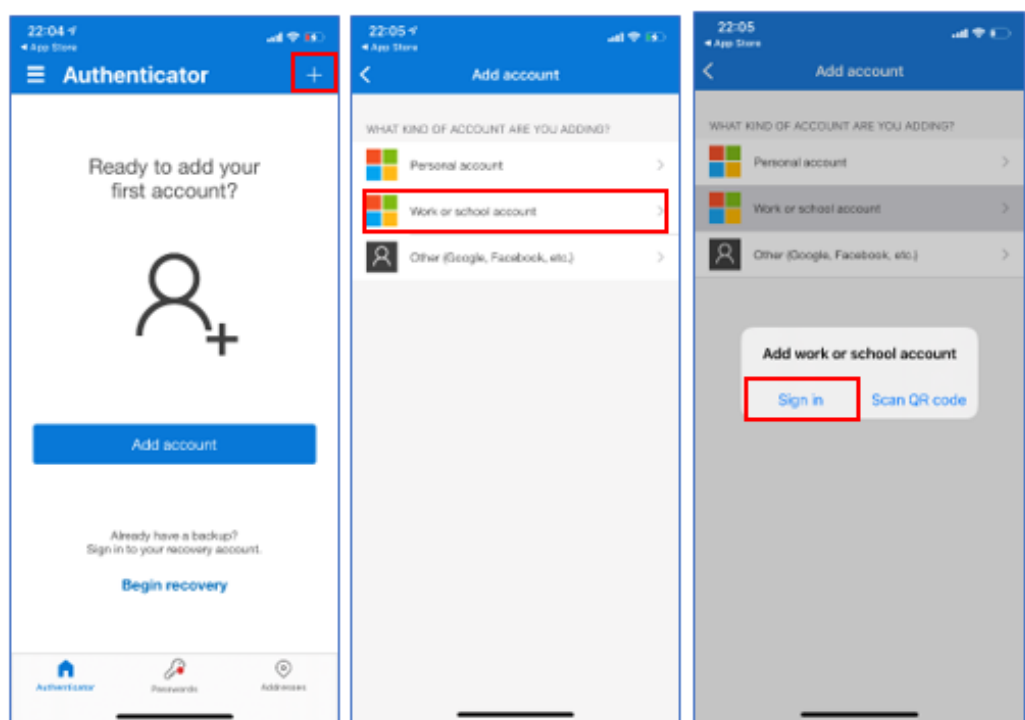
2. How will I receive the Temporary Access Passcode?

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.

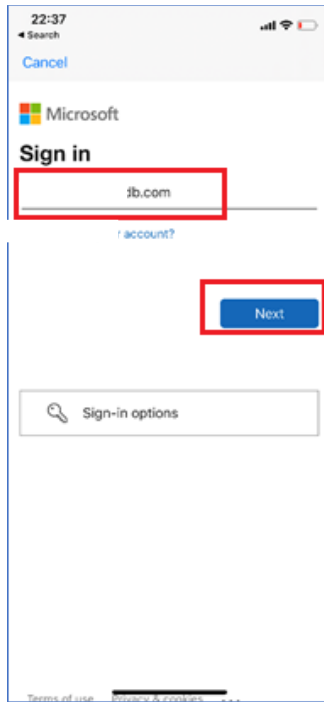
3. How do I setup Microsoft Authenticator App using a Temporary Access Passcode?

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

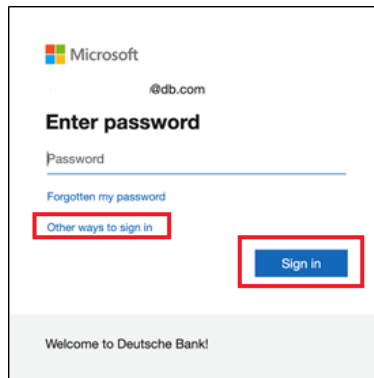
1. Download and install the Microsoft Authenticator application from your device’s application store. In the case of Android use Google Play store in the case of Apple iOS devices please use the Apple app store.
2. Open **Microsoft Authenticator** app and choose **Add work or school account**, and press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



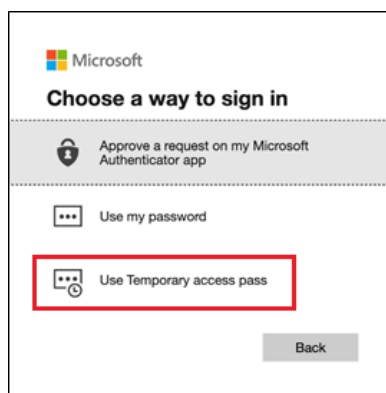
3. Please enter your DB email address (first.lastname@db.com) and press **Next**



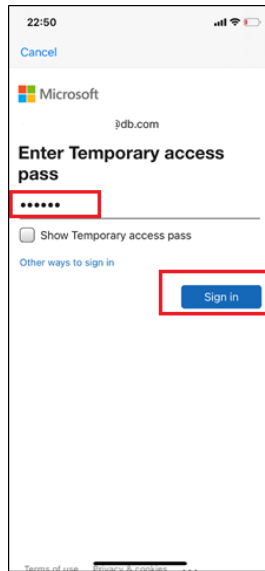
4. You will see the screen below, instead of using the password select the option as in the screen below **Other Ways to sign-in** and press **Sign-in**



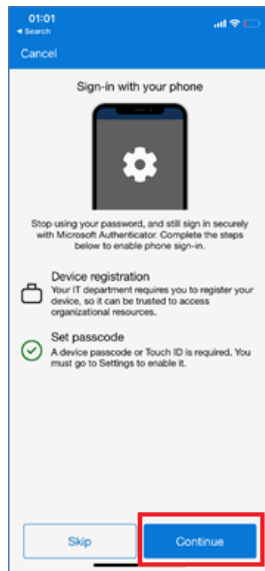
5. On the screen below select the option **“Use Temporary access pass”**



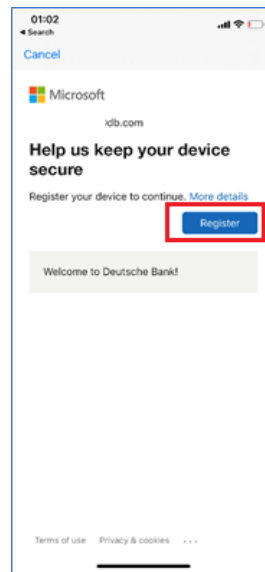
6. You will be asked to Enter Temporary Access Pass. Please enter the OTP-TAP (One-Time Passcode – Temporary Access Pass) code that you have been given and press **Sign in**.



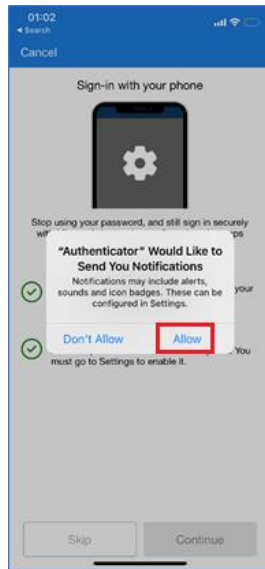
7. On the screen below press **Continue**. If you have not already set a device passcode you will be promoted in the screen below to set a device passcode.



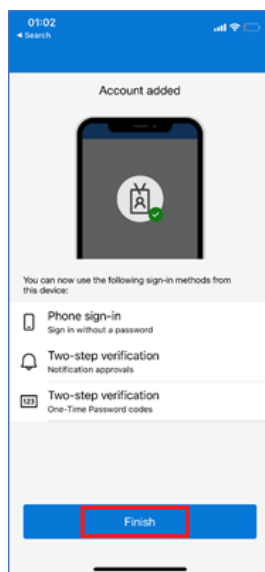
8. On the screen below you will be requested to register your device. Press **Register**



9. Press **Allow** on the screen below.

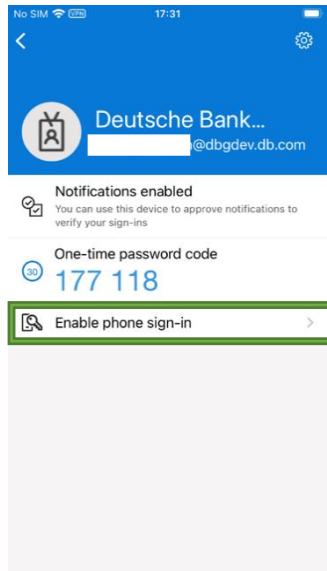


10. Once registered you will screen below, press **Finish**.



4. How do I enable Passwordless Authentication?

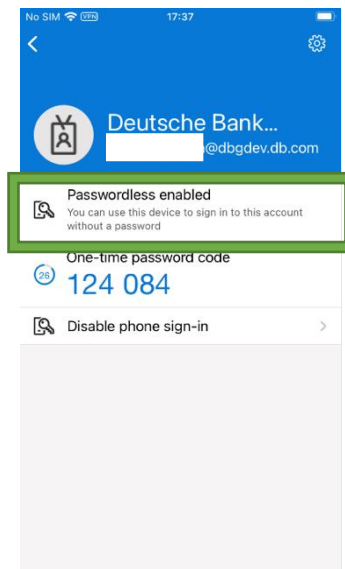
1. Go to the Microsoft Authenticator App and then to the **@db.com** account and press the button for **Enable Phone Sign-In**



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.





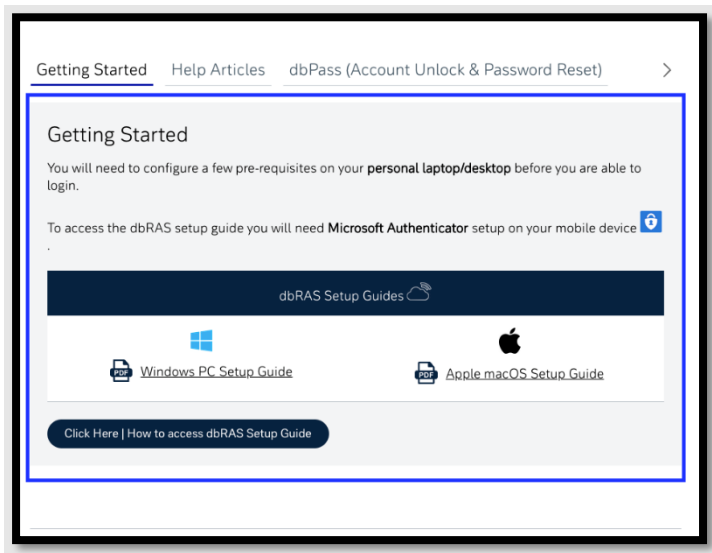
You are now setup Microsoft Authenticator with Passwordless sign-in.
Please proceed to the next step to learn how to setup dbRAS





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

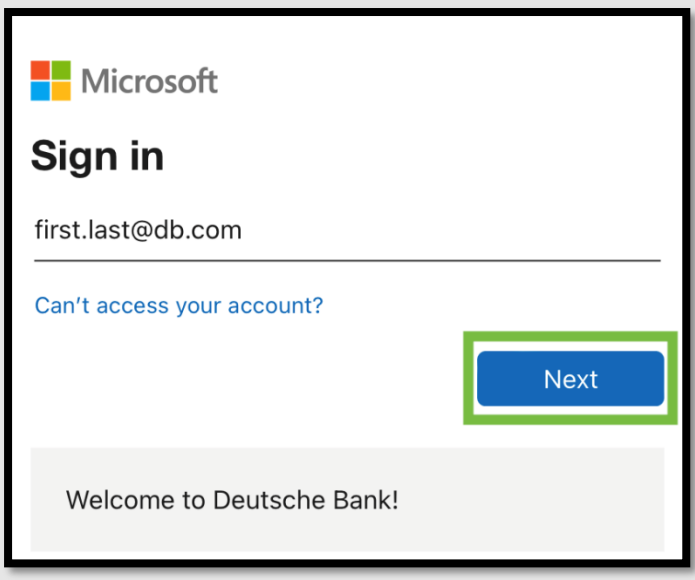
5. dbRAS Setup Guides

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

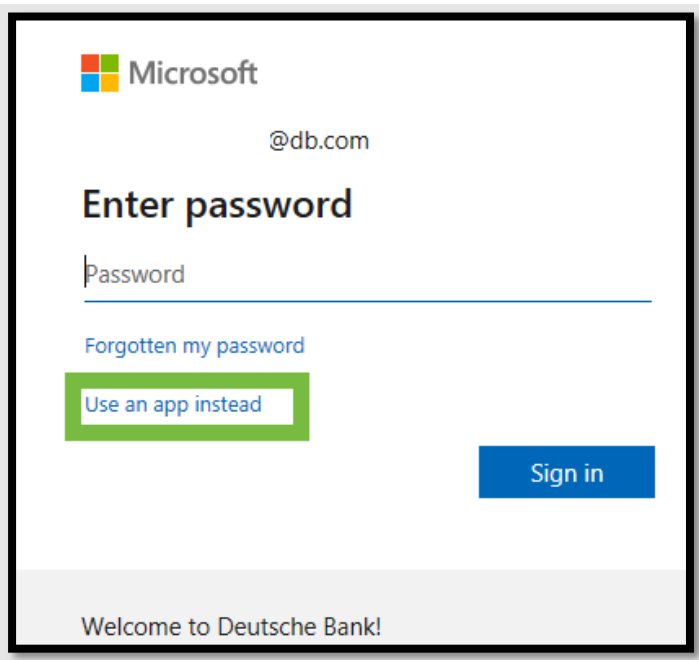


PLEASE NOTE: When you open the Setup Guide or connect to dbRAS - Zscaler  you will need to authenticate with  Microsoft Authenticator Passwordless sign-in you have just setup.

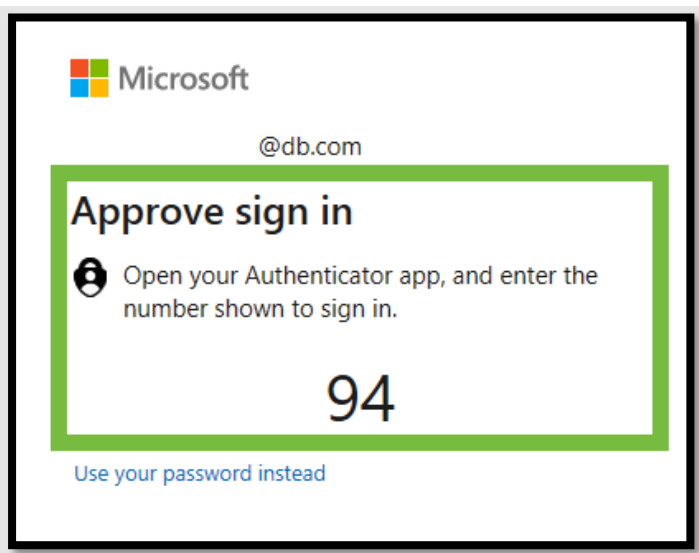
1. Sign in with your DB email address and press **Next**. (see *Microsoft sign-in page screenshots below*)



2. Click on **Use an app instead** to sign-in with Passwordless.



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





You are now connected to dbRAS.

Thanks for setting up dbRAS remote access at DB.