

# Using EZLinks on a Tablet Device

By accessing the EZLinks Tee Sheet from an iPad or similar tablet device, your outside service staff will be better-informed, and able to quickly provide guests with improved customer service.

## Data Requirements

### Wireless Data Connectivity

- **Wi-Fi:** Ideal solution for short-range communication needs, such as facilities where the bag drop and first tee is near the clubhouse. If the signal is insufficient, a repeater (range-extender) is recommended.
- **3G/4G:** A broadband data plan purchased through a mobile provider. Required if the goal is to use the device out on the course, beyond the reach of Wi-Fi. For some terrain and geographic locations, “dead spots” may occur, where a signal cannot be received.



### A Remote Desktop (RDP) connection

The EZLinks software cannot be loaded directly onto a tablet. It needs to reside on a host computer that is accessed by the tablet. To do this, use a Remote Desktop (RDP) program.

- **The Host PC:** A computer at your facility where the EZLinks tee time software is loaded, that is able to accept inbound connections from a remote user.
  - *Option 1:* A dedicated Host PC that is accessed by a remote tablet user. While the remote user is connected to it, the PC will be unavailable to other users. Therefore, if multiple tablets are used on the property, a 1:1 ratio of Host PCs to Tablet Users would be required (unless Option 2 is used).
  - *Option 2:* A single Host PC running Windows Terminal Server (or similar), that is configured to allow multiple tablets to access it and run the EZLinks software.



**Consult with your property's IT personnel or network administrator, to assess current hardware capabilities, as well as internal network-security requirements.**

- **The RDP Application:** A variety of remote desktop apps exist, including many free ones. The quality of these apps varies, and can impact the usability of the EZLinks software. Functions to consider are:
  - Easy log-in process
  - Cursor responsiveness
  - Scrolling and zoom (or “pinch-zoom”) controls
  - Onscreen keyboard – (This replaces the tablet's native keyboard when connected to a remote PC)
  - Screen sizing and color support
  - Security, bandwidth performance, and connection stability

iTap provides a popular RDP app for iPad users (<http://itap-mobile.com/itap-rdp>). But find an app that works for your device, and once downloaded, configure it to access your Host PC to see how it performs.

## Benefits of Mobilizing Your Tee Sheet

Using a tablet to mobilize your EZLinks tee sheet can benefit numerous aspects of your golf operation.

### Starters

Reduce the need for radios and trips back-and-forth to the golf shop by providing tee starters with a mobile device. It will allow them to:

- See the “Check-In Status” for a group/player.
- Be informed about up-to-the-second reservations, such as last-minute bookings and walk-ups.
- Collect customer profile data, such as email addresses.
- Reference golfer photos to identify players on the putting green or driving range who are due on the tee.



### Bag Staff

Advantages to providing tee sheet viewing to your bag drop staff includes:

- Identify players that will tee-off and possible ride in a cart together.
- Identify members who will be arriving to play.
- See real-time reservation activity for the day, for assessing cart needs.

## Considerations for Tablet Devices

A few things should be considered when purchasing an iPad or similar device for your property.

- A case or covering to protect against rain and the shock of being dropped on concrete.
- An anti-glare screen, for use during sunny conditions.
- Screen size. Bigger is better!
- Battery life
- Theft
- Cost

