

Permits Online: Displaying Correctly on Mac Computers

(Chrome Users)

Problem: The right side of the window appears to be cut off, and does not allow me to access the login area.

Solution: Click and Drag

Click anywhere in the 'frame' and drag the mouse to the right half of the screen until the rest of the screen is revealed. Always drag in the direction of the hidden area.

You may have to repeat the click and drag maneuver on subsequent screens as well.

Where is the 'frame'?

(Imagine there is an invisible border which starts just below the bold red border at the top, down the right side of the text that you can see (Accessibility Support), just above the shaded area at the bottom of the screen, and just to the left of the text in the body of the window.)

This is the 'Frame' (see the area outlined in purple in this screen shot.



The screenshot shows the homepage of the TTB Permits Online System. At the top, there is a header with the TTB logo and the text "ALCOHOL AND TOBACCO TAX AND TRADE BUREAU U.S. Department of the Treasury". Below the header is a navigation bar with "Home" and "Alcohol Permits & Registrations" buttons. The main content area is outlined in purple and contains the following text:

PERMITS ONLINE

Welcome to the Alcohol and Tobacco Tax and Trade Bureau (TTB) Permits Online System

We are pleased to offer all of our industry members access to TTB government services online, 24 hours a day, 7 days a week, fulfilling our desire to deliver more efficient, convenient, and interactive e-government services. [Click here for a description of application types](#) currently available.

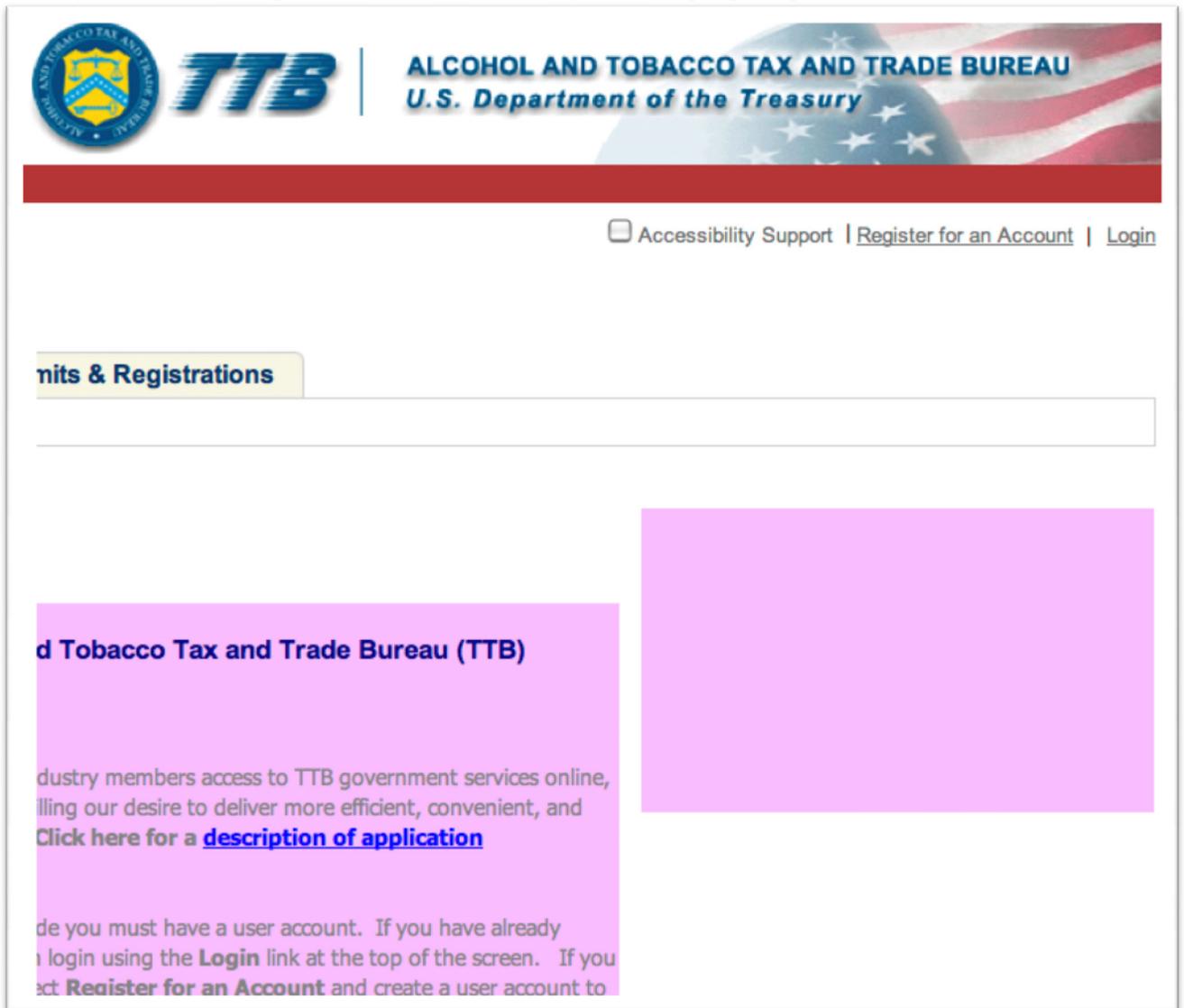
To use any of the services we provide you must have a user account. If you have already registered for your account you can login using the **Login** link at the top of the screen. If you do not have an account, please select **Register for an Account** and create a user account to get started. To contact TTB for more information or support in using the Permits Online system, please call 1-855-TTB-PONL (1-855-882-7665).

WARNING!
THIS SYSTEM IS THE PROPERTY OF THE UNITED STATES DEPARTMENT OF TREASURY. UNAUTHORIZED USE OF THIS SYSTEM IS STRICTLY PROHIBITED AND SUBJECT TO CRIMINAL AND CIVIL PENALTIES. THE DEPARTMENT MAY MONITOR, RECORD, AND AUDIT ANY ACTIVITY ON THE SYSTEM AND SEARCH AND RETRIEVE ANY INFORMATION STORED WITHIN THE SYSTEM. BY ACCESSING AND USING THIS COMPUTER YOU ARE AGREEING TO ABIDE BY THE TTB RULES OF BEHAVIOR, AND ARE CONSENTING TO SUCH MONITORING, RECORDING, AND INFORMATION RETRIEVAL FOR LAW ENFORCEMENT AND OTHER PURPOSES. USERS SHOULD HAVE NO EXPECTATION OF PRIVACY WHILE USING THIS SYSTEM.

[Privacy Act Statement](#) [Privacy Impact Assessment](#) [Paperwork Reduction Act Notice](#)

Alcohol Permits & Registrations
[Search Your Applications](#)

When you click and drag, do not be concerned if you see highlighting.



The screenshot shows the top portion of the TTB website. On the left is the TTB logo, which includes a circular seal with a shield and scales, and the letters 'TTB' in a stylized blue font. To the right of the logo, the text reads 'ALCOHOL AND TOBACCO TAX AND TRADE BUREAU' and 'U.S. Department of the Treasury' in blue. The background of the header features a stylized American flag. Below the header is a red horizontal bar. In the top right corner, there are three links: 'Accessibility Support' with a small square icon, 'Register for an Account', and 'Login'. Below these links is a yellow tab labeled 'Licenses & Registrations'. The main content area contains a large pink rectangular box on the left with the following text: 'Industry members access to TTB government services online, fulfilling our desire to deliver more efficient, convenient, and **Click here for a description of application**'. Below this text, it says 'In order to use these services, you must have a user account. If you have already created an account, you can login using the **Login** link at the top of the screen. If you do not have an account, you must **Register for an Account** and create a user account to access these services.' To the right of this pink box is another large, empty pink rectangular box.

Once the hidden areas are exposed, feel free to interact with them as necessary.