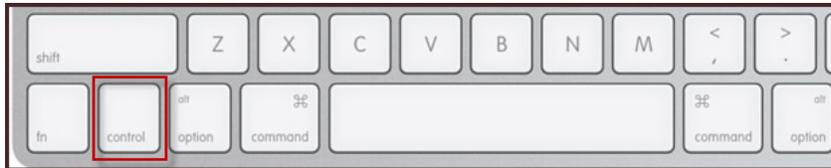


Permits Online: Displaying Correctly on Mac Computers

(Firefox Users)

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

Solution: Open the Internet page in a new window.



Control + click in a blank area of the 'frame' and select **Open Frame in New Window** from the dropdown.

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.



ALCOHOL AND TOBACCO TAX AND TRADE BUREAU
U.S. Department of the Treasury

Accessibility Support

Home Alcohol Permits & Registrations

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.

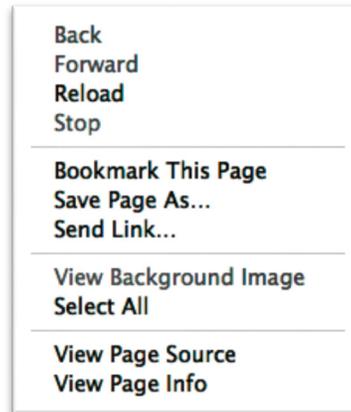
[Privacy Act Statement](#) [Privacy Impact Assessment](#) [Paperwork Reduction Act Notice](#)

Alcohol Permits & Registrations
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TROUBLESHOOTING

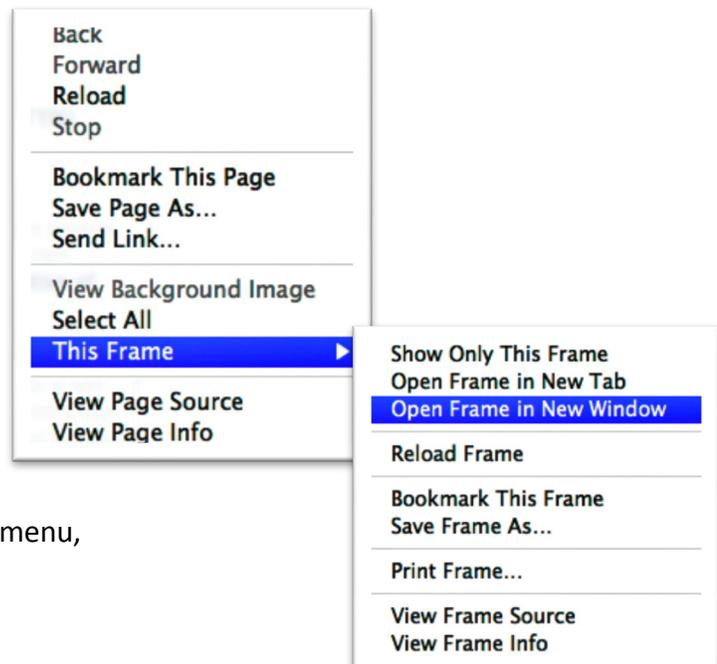
In most cases you will see the following dropdown menu options after you **Control + click** someplace in the window – outside the frame, on the text, and sometimes in certain blank areas within the frame:

- Back
- Forward
- Reload
- Stop
- Bookmark This Page
- Save Page As . . .
- Send Link . . .
- View Background Image
- Select All
- View Page Source
- View Page Info



Carefully **Control + click** in a blank area of the frame until you see the following menu dropdown:

- Back
- Forward
- Reload
- Stop
- Bookmark This Page
- Save Page As . . .
- Send Link . . .
- View Background Image
- Select All
- This Frame
- View Page Source
- View Page Info



When you see the secondary dropdown menu,

- Show Only This Frame
- Open Frame in New Tab
- **Open Frame in New Window**
- Reload Frame
- Bookmark This Frame
- Save Frame As . . .
- Print Frame . . .
- View Frame Source
- View Frame Info

Select **Open Frame in New Window**. Make sure your popup blocker is turned off.