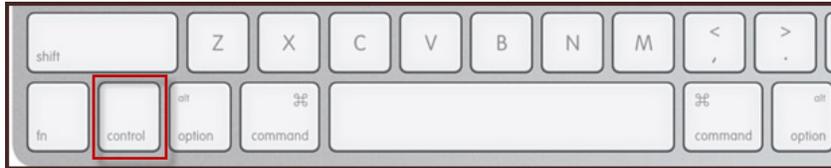


Permits Online: Displaying Correctly on Mac Computers

(Safari Users)

Solution 1: 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.



TROUBLESHOOTING

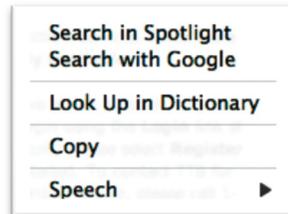
If you see the following dropdown menu options after you **Control + click** a blank area of the screen, you clicked too far to the right or outside the 'frame' of the system window:

- Reload Page
- Open in Dashboard . . .
- View Source
- Save Page As . . .
- Print Page . . .



If you see this dropdown menu after you **Control + click** it means you clicked the text:

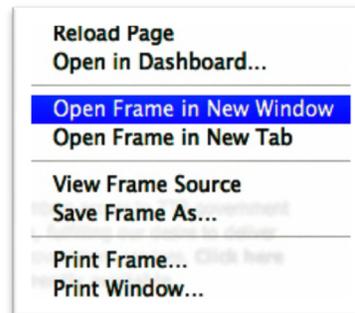
- Search in Spotlight
- Search with Google
- Lookup in Dictionary
- Copy
- Speech



Make sure you **Control + click** in a blank area of the 'frame'.

When you click within the 'frame', you will see the following dropdown options:

- Reload Page
- Open in Dashboard . . .
- **Open Frame in New Window**
- Open Frame in New Tab
- View Frame Source
- Save Frame As . . .
- Print Frame . . .
- Print Window . . .



Select **Open Frame in New Window**. If Permits Online does not pop up in a new window, check to make sure your pop up blocker is turned off.

Select **Safari**. If there is a checkmark next to **Block Pop-Up Windows** select it the option to remove the checkmark.

Solution 2: Click and Drag

Click anywhere in the frame and drag the mouse to the right half of the screen until the hidden areas appear. Always drag in the direction of the obscured area.

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



TTB

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

Accessibility Support | [Register for an Account](#) | [Login](#)

Units & Registrations

Alcohol and Tobacco Tax and Trade Bureau (TTB)

Industry members access to TTB government services online, fulfilling our desire to deliver more efficient, convenient, and [Click here for a description of application](#)

Before you must have a user account. If you have already a login using the **Login** link at the top of the screen. If you do not, click **Register for an Account** and create a user account to

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

Solution 1 fixes the problem for the entire session. Solution 2 may require you to click and drag on subsequent screens as well.