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MEMBER'S PHOTO IS SIDEWAYS

We often receive support requests from users saying they loaded a member's photo and it is sideways. This happens frequently when using a photo taken with a cell phone, tablet, or camera with an orientation sensor. The sensors in those devices add some meta data to each photo that tells certain software (like web browsers and some image editing applications) which orientation the camera *thinks* the photo was taken in... but they are not perfect, and can sometimes get confused and store the wrong orientation information, which can make some photos rotate incorrectly.
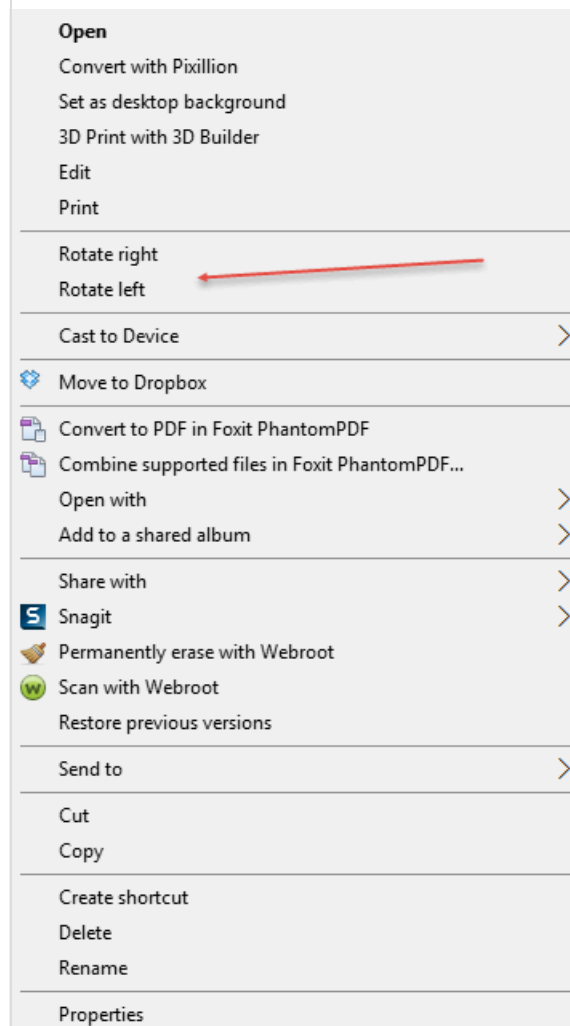
The problem is in the photo itself and needs to be fixed there - on your computer, tablet or phone. Then, once corrected, you can upload your image to DACdb again.

Here are some ways you can rotate the photo to the proper orientation:

Rotating an image in Microsoft Windows

All of the latest versions of Windows can rotate images within Windows Explorer. Follow the steps below to rotate an image using Windows.
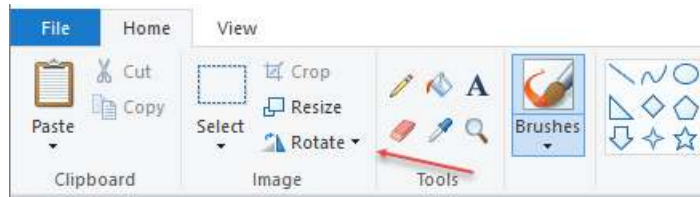
1. Open Windows Explorer.
2. Browse to the location of the image you want to rotate. If you are not sure where the image is located, try My Pictures.
3. Once the image has been found, **click the image once** to highlight the file.
4. If Windows Explorer is not showing the picture as a small icon (thumbnail), click View at the top of Explorer and select Medium, Large, or Extra Large icons.
5. Finally, once the image file is highlighted and you see the image as a thumbnail right-click the image and select either **Rotate left** or **Rotate right**.

Note: Not all types of images support the above steps. If you do not have the option to Rotate left or Rotate right, try one of the other suggestions mentioned below.

Rotating an image in Microsoft Paint

1. Open the image in Microsoft Paint.
2. On the Home tab, click the **Rotate** option.
3. Select a Rotate option from the list and the image will be rotated.

Note: In Microsoft Paint, you cannot specify a degree angle to rotate the image. Only 90 and 180-degree angle options are available for rotating.

Rotating an image in Adobe Photoshop

1. Open the image in Adobe Photoshop.
2. Click **Image**
3. Click **Rotate Canvas**
4. Select 180, 90 CW, 90 CCW, or Arbitrary to manually specify your angle.

Rotating an image in The GIMP

1. Open the image in The GIMP.
2. Use the rectangle marquee to select what portion of the image you want to crop.
3. Click **Image** at the top of the image toolbar.
4. Click **Transform**
5. Click on 90 CW, 90 CCW, or 180 degrees to rotate it accordingly.

Rotating an image in Microsoft Word

1. Right-click on the image in Microsoft Word.
2. In the Microsoft Word ribbon, click on the **Format** tab, if not already selected.
3. In the **Arrange** section, click on the icon.
4. Select the desired rotate option from the list.

Using an Online service to rotate images

If you are using a smartphone or tablet, there are also online services that allow you to flip a photo through your web browser.

Tip: For smartphone and tablet users there are also dozens of good apps in the app store that can allow you to edit and rotate images on your devices.