

# How to stop images rotating when uploaded to a gallery

Having helped members with this strange behaviour on a couple of occasions, I thought it worthwhile to write this document for reference should the problem be encountered by others. I have only seen this behaviour with photos taken on smartphones that have not had any post-processing.

## The problem

Occasionally an image that appears perfectly ok to the person who took it, suddenly, and for no obvious reason, rotates by 90 or 180 degrees when posted to a gallery on the SPG website.

## The cause

When a photo is taken with a smartphone, the phone will record its orientation in the metadata stored in the image file. Most image viewing software reads this information and corrects the display of the image accordingly. However, it seems that the viewer on our website does not correct the orientation.

The problem with your “upside down” image is that the phone has recorded the orientation of the phone when taking the image, and most image viewers read this information and correct the display of the image. It seems that the viewer used on our website does not correct the orientation.

## The solution

Simply open the problematic photo in almost any image viewing software and save it (Save As) with a new file name. This has solved the problem with every software tool I have tested. The software must read the metadata, correct the orientation to display the image, then embed the corrected metadata into the newly saved file. Simple!

If you have no tools installed on your pc/laptop I suggest the free application “IrfanView” which I often use for quick jobs, such as rotating, resizing and cropping. The tool is at <https://www.irfanview.com/> You should choose the 32-bit version to download.

My process in brief (there are many ways to do this of course)

After installing IrfanView...

1. In File Explorer, right-click on your jpg file and select from the menu: Open with > Irfanview
2. Image opens in IrfanView.
3. In IrfanView select: File > Save (original folder)
4. Add a suffix or something to create a new filename (otherwise it will overwrite original) and save
5. File will be saved next to the original in the same folder.
6. Try to upload the new image

NB If your image dimensions and file size exceed the specifications for posting images, please see the help sheet “Resizing Images with IrfanView” on the SPG website on the Galleries > Gallery Upload Instructions page. The process described will automatically fix any orientation problems.