

Photo orientation

QUICK GUIDE

Since the release of Windows 8 (and later Windows 10) operating system, Microsoft introduced a feature called *photo orientation*. This feature reads the service information of graphic files and automatically shows each photo with the correct orientation, even if the original photo is rotated to the left, right or even upside down.

The below example explains how the feature works.

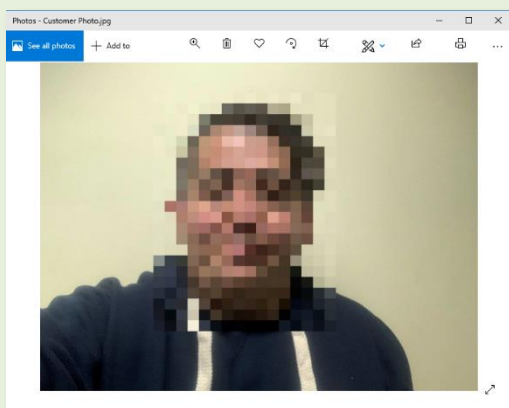
ORIGINAL PHOTO (UPSIDE DOWN ORIENTATION):



Additional details of this photo in Windows 10 shows that it is rotated 180 degrees.

Name	Date	Type	Size	Tags	Orientation
Customer Photo.jpg	30/07/2019 2:28 PM	JPG File	64 KB		Rotate 180 degrees

SAME PHOTO IN WINDOWS 8 or 10:

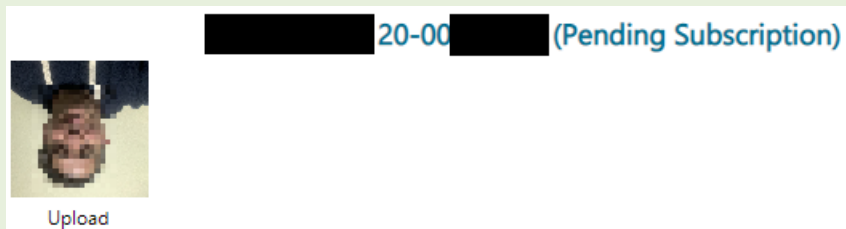


This means that when the photo gets uploaded to the RIW system or any other non-Windows (older Windows) device/platform, it will display upside down, despite it looking correct in the Windows 8/10 operating systems.

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EXAMPLE OF THE SAME PHOTO IN RIW:



This feature has been a topic for debate since its introduction, however no updates/additional options have been added by Microsoft to date.

Below is a URL link to a related Microsoft Community discussion:

[Disable Photo Auto Rotate Win 10](#)

Resolution

In order to upload the photo to the RIW system, it needs to be saved with a correct orientation. Please follow these simple steps:

1. Open the photo in Microsoft Paint application. You can do this easily by right clicking on the photo icon ⇒ Choose **Open With** ⇒ Select **“Paint”**

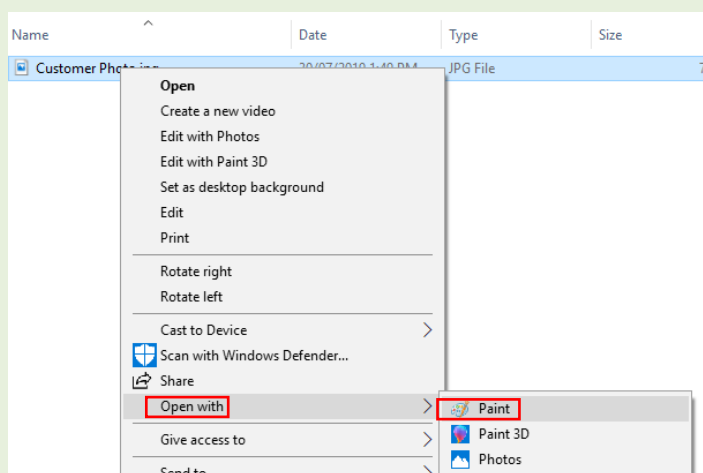
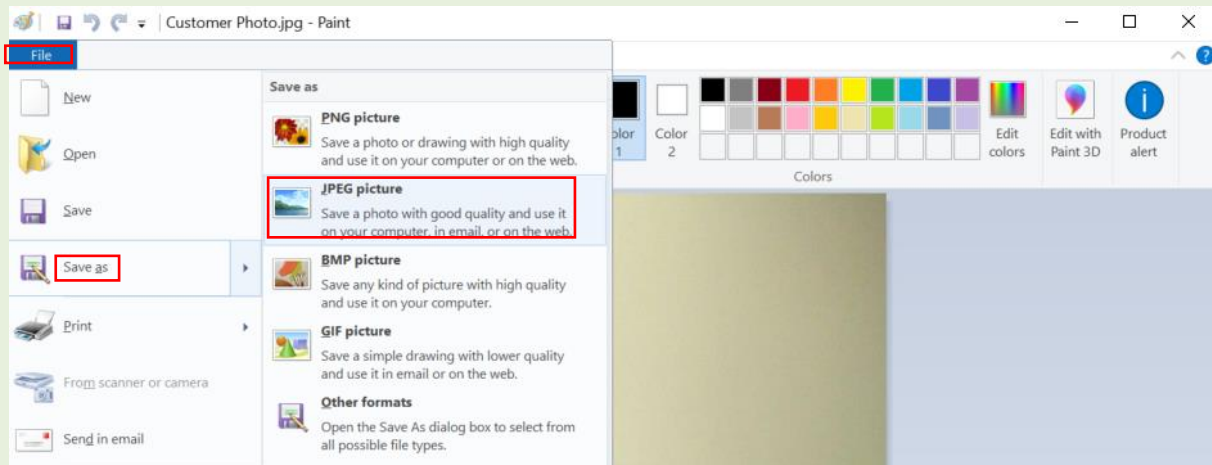


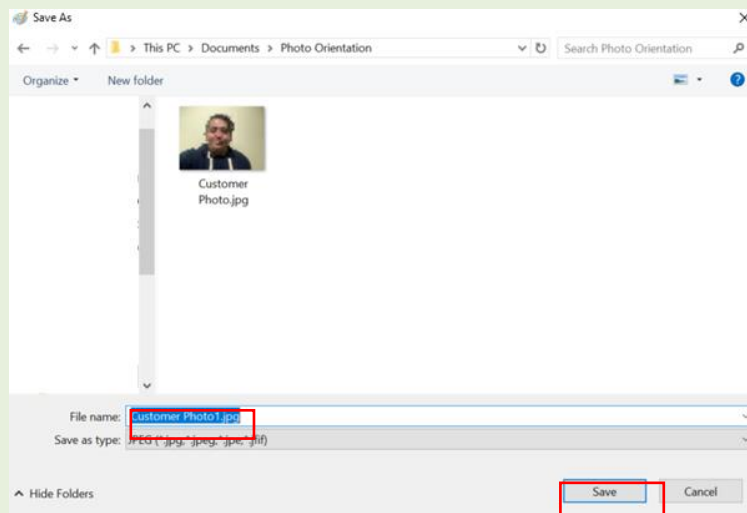
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2. Within the Microsoft Paint application click on **File** ⇒ Select **Save As** ⇒ Select **JPEG Picture**.



3. Enter the name of the file and click **Save**.



It is recommended not to overwrite the original file and save the new one with a different name.

This newly saved photo can now be uploaded to RIW portal without orientation issues.