

Why can't I drag and drop into a custom sort order or 'User Order'?

Firstly, custom sort orders, correctly known as 'User Order' don't work across composite folder views, only single folder/collection views, so check that you're viewing the lowest level folder (i.e. a folder with no subfolders). Alternatively you can turn off 'Include Photos from Subitems', which you'll find in the Library menu.



[See 'When I look at a top level folder in Grid view, I see the photos in the subfolders as well. Can I turn it off so I can only see the contents of the selected folder?' on page 102](#)

Secondly, you need to pick up the photo by the center of the thumbnail itself, not the grey border surrounding it. As you drag, you'll see a black line appear between 2 photos, which shows where the image will drop, as shown in the screenshot below.

