

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 Subfolders', 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 120

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 two photos, which shows where the photo will drop, as shown in the screenshot below.

