

App Store complaint report

1Password: Password Manager · AgileBits Inc. · current version 8.12.42

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2023-02-23 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.72
Reviews with a complaint	183 (61%)
Storefronts	CA 150, GB 150
All-time App Store rating (US)	4.66 from 43,841 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	111	2.4	8.10.56 (7), 8.12.28 (4), 8.11.22 (4)
Pricing / subscription	76	2.5	8.12.4 (7), 8.12.12 (5), 8.12.5 (5)
UX / design	58	2.2	8.12.30 (5), 8.11.18 (3), 8.10.7 (3)
Feature requests	48	2.3	8.12.36 (3), 8.10.24 (3), 8.12.32 (2)
Performance	16	2.2	8.12.36 (2), 8.12.1 (1), 8.11.18 (1)
Crashes / freezes	13	2.5	8.12.36 (2), 8.12.1 (1), 8.12.8 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.12.42	1	3.0	100%
8.12.40	7	2.4	71%
8.12.36	5	2.0	100%
8.12.34	4	2.0	50%
8.12.32	5	3.6	40%
8.12.30	15	3.7	40%
8.12.28	12	3.4	42%
8.12.26	2	1.0	100%

Representative quotes

Bugs

“Upgrade does not work for me – The process of upgrading from a stand alone version 7 to version 8 does not work for me. I have now tried twice and I cannot even setup version 8. The whole process is just too complicated for me. Reluctantly I have to look el” (1★, v8.12.8, GB, 2026-04-05)

“No longer works with Safari – A user for many years I won't renew my subscription this year due to the way that the safari plugin is completely broken, no longer filling in logins half the time and having to do it manually” (1★, v8.10.78, GB, 2025-06-02)

Pricing / subscription

“UNHAPPY Original Customer – I was one of first customers since inception of 1Password being a startup in Toronto.. I believed in the product back then, I tried applying for a job once.. I am now being told my 1Password7 will not work on my new iPhone & iWa” (1★, v8.10.18, CA, 2023-10-30)

"Usual story of price increases followed by declining functionality – Having been a paying customer since 2011 the decline in quality over the past few of years has been staggering. But it is the implementation of ME-271 is the straw that has broken the camels " (1★, v8.12.10, GB, 2026-04-17)

UX / design

"I'm done – I used to love this with the old app, but since the switch to 1Passowrd 8, I've been disappointed. First, no more on-device/iCloud storage. I'm forced not only to have to save my stuff on yet another server ("zero-knowledge" or not). Second, I've " (1★, v8.10.7, CA, 2023-06-12)

"Worst password manager ever – Horrible to use on iPhone, doesn't play well with Passwords on my MacBook, and mostly refuses to acknowledge the existence of passkeys in both Edge and Chrome on my Windows laptop. Terrible UI, there is simply nothing good to say " (1★, v8.12.5, GB, 2026-03-05)

Feature requests

"Just a terrible upgrade, Don't go to version 8 – I just upgraded to 8 and it is absolutely horrible. Where is my short passcode to unlock! Every time it closes it now requires my master password. Completely unfriendly and unusable. The 4 icons when open at the" (1★, v8.10.24, CA, 2024-02-11)

"Slow development lacking – 2024 and LastPass is well into passkey login support for the app. Where is 1Password.. nowhere but a closed beta at the end of 2023. Also your support team are just jokers who don't action anything. I think I'd rather take LastPass v" (1★, v8.10.28, GB, 2024-04-11)

Performance

"Scrolling still laggy – Scrolling is laggy. Does a good job but can be refined to feel native. Whats holding up optimising the performance on this app? Scrolling needs to be fixed" (3★, v8.10.74, GB, 2025-05-01)

"Just terrible – If the writes of this app had set out to make a slow, unintuitive, frustrating app with the worst user experience in the world they have truly succeeded. I've never used anything quite as bad as this. It takes unintuitive to a whole new level." (1★, v8.10.72, GB, 2025-04-23)

Crashes / freezes

"Good on laptop; absolutely useless on iPad – The app fill in functionality does not work in the Gmail app on iPad AT ALL. If you try and use it, it will not auto fill credentials and it will freeze the app completely, you can't use Gmail again until you force " (1★, v8.12.36, GB, 2026-09-12)

"Nothing works as intended! – Very disappointed with the app. It was actually recommended by someone in my IT department at work. So I didn't bother with the trial period. What a mistake! I can't even finish their 4 step set up process. It just stops at the se" (1★, v8.10.81, CA, 2025-06-14)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 56 reviews · avg severity 2.5/3 · versions 8.12.4, 8.12.12]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Been using for years – Great password manager that I personally enjoyed using over the last few years. As of today though, I have cancelled my subscription after a price hike that makes it more expensive than its competitors. A price hike " (1★, GB)

2. Fix login / account access [Bugs · 56 reviews · avg severity 2.5/3 · versions 8.10.56, 8.12.28]
Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Its become very buggy recently, not stable at all – Everytime I open the app it shows any random login from my account in edit mode. Sometimes accidentally end up modifying them without intending to. Also if I search for specific login when" (1★, GB)

3. Soften the redesign backlash [UX / design · 55 reviews · avg severity 2.4/3 · versions 8.12.30, 8.11.22]
Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
"UI issues in new release – The most recent release limits the user's ability to do simple operations such as pasting information into a field. It seems as if they have made a commitment to a fixed sequence of actions that all users must tak" (4★, CA)

4. Simplify navigation [UX / design · 28 reviews · avg severity 2.3/3 · versions 8.12.30, 8.10.28]
Run a quick usability test on the screens users mention; remove extra taps and pop-ups.
"Confusing – I have been using 1P for many years. It still isn't intuitive to use. I am trying to change a password for a big box store. At first I could not easily find the password generator. Then I get a

suggested password. When I tr" (1★, CA)

5. Fix features broken by the latest update [Bugs · 24 reviews · avg severity 2.3/3 · versions 8.10.2, 8.12.12]

Add regression tests for the features users name in these reviews before the next release.

"Useful and Useless – Since the updates, secure notes cannot be updated properly anymore. It doesn't seem to matter what text size I have on my iPhone, but I try to add a new item to a particular note and it takes me somewhere further down " (2★, CA)

6. Answer support requests [Bugs · 20 reviews · avg severity 2.6/3 · versions 8.12.5, 8.10.23]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Terrible Business Practices – Using sloppy AI to respond to customer support emails with nonsensical replies. Don't bother with this terrible app." (1★, GB)

7. Stop data / progress loss [Bugs · 20 reviews · avg severity 2.3/3 · versions 8.11.18, 8.10.36]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"For experts only – I consider myself fairly tech savvy, but this app is incredibly complicated to set up and use. It lost my custom when it was asking me to upload individual password files that can only be done properly through a desktop c" (1★, GB)

8. Ease payroll pressure [Pricing / subscription · 19 reviews · avg severity 2.5/3 · versions 8.10.16, 8.10.62]

Keep core features usable for free users or explain clearly what is paid; show the payroll less often.

"Not happy – I have been with you for many years and paid a life time one off payment £50 I had really had no complaints until you withdrew my access on my Mac unless I paid a subscription. At first I could access my passwords but could not " (2★, GB)

9. Ship the most requested feature [Feature requests · 19 reviews · avg severity 2.3/3 · versions 8.10.28, 8.12.32]

Read the quotes below for the exact request; consider a public roadmap.

"Used to remember – Way back the app used to remember where you navigated to when shut down and reopened. Now it ALWAYS starts on the home page and to navigate to where you want to be takes two to three clicks, at least. Please revert this b" (1★, GB)

10. Fix in-use crashes and freezes [Crashes / freezes · 8 reviews · avg severity 2.5/3 · versions 8.12.36, 8.10.21]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"A lot of issues this last year – It's basically a good password manager that I'm happy to pay for a family plan but there have been a lot of bugs this last year. It keeps asking to save a password that it's just filled out! Sometimes it fre" (3★, GB)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.