

# App Store complaint report

**Asana: Work Management** · Asana, Inc. · current version 26.41.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2023-03-19 to 2026-10-20).

| Metric                         | Value                      |
|--------------------------------|----------------------------|
| Reviews analysed               | 300 (300 classified by AI) |
| Average stars (these reviews)  | 2.35                       |
| Reviews with a complaint       | 230 (77%)                  |
| Storefronts                    | US 273, GB 27              |
| All-time App Store rating (US) | 4.66 from 15,665 ratings   |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions                |
|------------------------|---------|--------------------|---------------------------------------|
| Bugs                   | 134     | 2.4                | 9.49.0 (6), 10.69.0 (5), 26.27.0 (4)  |
| Feature requests       | 127     | 2.1                | 10.69.0 (4), 10.26.0 (3), 10.24.0 (3) |
| UX / design            | 98      | 2.2                | 9.66.0 (5), 9.78.0 (4), 10.62.0 (3)   |
| Pricing / subscription | 41      | 2.5                | 26.29.0 (2), 26.27.0 (2), 26.13.0 (2) |
| Performance            | 34      | 2.5                | 9.49.0 (6), 26.41.0 (2), 26.40.0 (2)  |
| Crashes / freezes      | 27      | 2.7                | 9.49.0 (6), 26.41.0 (2), 26.40.0 (2)  |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 26.41.0 | 2       | 2.0       | 100%            |
| 26.40.0 | 2       | 2.0       | 100%            |
| 26.39.0 | 1       | 1.0       | 100%            |
| 26.38.0 | 2       | 1.5       | 100%            |
| 26.36.0 | 4       | 2.5       | 50%             |
| 26.35.0 | 1       | 1.0       | 0%              |
| 26.34.0 | 2       | 1.0       | 50%             |
| 26.32.0 | 3       | 1.3       | 100%            |

## Representative quotes

### Bugs

“Customer service non-existent – I used to have issues with asana back a few years ago when it was the creative project management app. Had my technical issues with it (some bugs, billing and team issues) and remember having trouble reaching customer service. R” (1★, v10.69.0, US, 2025-12-17)

“Locked out of account for 2 weeks with 0 support – After a 2FA set up glitch, I have been effectively locked out my account for over two weeks and missed major work deadlines. This is completely unacceptable. Asana has no support team for whatever reason, and ” (1★, v10.13.0, US, 2024-09-24)

### Feature requests

“...might be good for entry level employees, but it’s worthless for managers. The whole Home Screen is missing, as well as many of the features for managing teams and projects. I don’t know how long this app has been out, but it feels like barely an alpha. I real” (2★, v9.45.0, US, 2023-03-22)

"After "free trial", 4 years of my data got locked out behind a paywall, didn't use any paid features – I am a single user, not a business. I have used Asana for more than four years. My free trial ended today, and I was suddenly locked out of my main calendar" (1★, v10.72.0, US, 2026-01-21)

## UX / design

"Web version great, app hard to navigate – The web version of Asana is amazing and handles my multitude of tasks. The app (hence the rating) is clumsily laid out with odd and terrible choices — My Tasks has a compact mode, other boards do not? Filters I set o" (2★, v9.90.1, US, 2024-04-03)

"Cluttered and overwhelming – Other apps like Jira have recently overhauled their user interface to make it better able to convey the most important information first and filter everything else with tons of space in between so that the amount of information is " (2★, v9.73.0, US, 2023-10-30)

## Pricing / subscription

"Scam Alert – This company as well as Monday both trick buyers into thinking their product price is inline with what one would think the price is. However, at checkout you will be charged for 5 seats (5 people/users) that can only be lowered to 2 later. So you " (1★, v9.53.0, US, 2023-05-15)

"Cancel issues – When I try to cancel the premium subscription, I get an error from asana. I am also not able to remove my payment method from the account. Does anyone else similar challenges when trying to cancel the subscription?" (1★, v10.47.0, US, 2025-07-06)

## Performance

"The latest version is trash – I've been using the app now for just short of nine months there has been times where it has lagged and crashed but overall WAS a great experience. This last update has been horrible. The app crashes freezes, and at times double sa" (1★, v9.49.0, US, 2023-04-19)

"...the app. The desktop version is great. However, this app is impossible. I get issues signing in and then when I'm in, nothing will load. It's just a blank page. Essentially the app is useless for me, even after updating it, deleting it and re-downloading it. " (2★, v9.80.0, US, 2023-12-20)

## Crashes / freezes

"Assana issues – When I'm using the app and try to take pictures to ad them to a task the apps freeze and I have to close it and open it again" (1★, v26.28.0, US, 2026-07-22)

"Lost my projects...again – I'm going to have to stop using and recommending this app. Last all my projects were archived randomly. Support was not great. This time I have no projects. The iPad app crashes immediately. Yes, it's had the latest updates. C'mon....." (1★, v9.53.0, US, 2023-05-20)

# The 10 most important fixes

## 1. Simplify navigation [UX / design · 47 reviews · avg severity 2.3/3 · versions 9.66.0, 10.13.0]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Frustrated about the interface – This app can definitely be a little confusing when workings with a team. We wasted a lot of time in communications especially because texts/threads can become chaotic and not easy to find. After a while, we " (2★, US)

## 2. Ship the most requested feature [Feature requests · 50 reviews · avg severity 2.0/3 · versions 9.46.0, 9.64.0]

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

"...term projects because it will only show you "todays task"... but most of the time my tasks are due days, or weeks out but I want to be able to see them at a glance. I love TickTicks widget - but prefer Asanas interface. Unfortunately for A" (3★, US)

## 3. Soften the redesign backlash [UX / design · 40 reviews · avg severity 2.4/3 · versions 9.78.0, 9.49.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"User Experience is terrible – Trying to do some basic things like look up all tasks assigned to a worker and it's impossible to find. Not intuitive for sure. When viewing a task and clicking the worker it takes you to a task assigned to s" (1★, US)

## 4. Answer support requests [Bugs · 31 reviews · avg severity 2.6/3 · versions 10.69.0, 26.27.0]

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

"Absolutely Zero Customer Service – We can't get any help to upgrade to an advanced plan, nor can we get any help on issues with functionality completely failing out of nowhere. 5 emails now and not

a single response. Our organization is abo” (1★, US)

**5. Stop data / progress loss** [Bugs · 32 reviews · avg severity 2.4/3 · versions 10.37.0, 10.69.0]

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

“They deleted all my tasks!!! – They updated the app and deleted all my tasks. The app is worthless and needs to be refreshed all the time anyway. I am moving somewhere that cares about my data and my sanity. Don’t waste your time or money!!” (1★, US)

**6. Fix login / account access** [Bugs · 27 reviews · avg severity 2.5/3 · versions 26.13.0, 9.98.0]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

“Impossible to login – Their site won’t load on mobile, so you need to get the app. You get the app, and then the app won’t let you login unless you know your password or have a magic link. You get the magic link, and it opens the browser th” (1★, US)

**7. Fix features broken by the latest update** [Bugs · 26 reviews · avg severity 2.4/3 · versions 9.78.0, 10.13.0]

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

“Mobile app buggy. No watch support – Generally asana is ok. But their features are broken and often unintuitive, unlike how they started more than a decade ago. 1. The mobile app is just constantly broken. Right now, you can’t move tasks ” (2★, US)

**8. Make trials and renewals transparent** [Pricing / subscription · 23 reviews · avg severity 2.6/3 · versions 26.19.0, 26.18.0]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

“Dishonest company – The software is decent, but when I attempted to cancel they double charged me and are refusing a refund.” (1★, US)

**9. Fix in-use crashes and freezes** [Crashes / freezes · 16 reviews · avg severity 2.6/3 · versions 9.49.0, 26.41.0]

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

“Latest iOS update & asana update makes asana app unusable! – Updated my iOS over the weekend, and then updated all my apps, including asana and now asana freezes anytime I click on something in the app. I’ve restarted my phone several times” (4★, US)

**10. Justify or adjust the price** [Pricing / subscription · 14 reviews · avg severity 2.5/3 · versions 9.59.0, 10.11.0]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“...trial only to get a nasty surprise at the end. They refuse to allow single user licenses. Seriously. They won’t take your money unless you can drag another coworker into it. So they force single users to pay DOUBLE in order to use their p” (1★, US)

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.