

App Store complaint report

Bitwarden Password Manager · Bitwarden Inc · current version 2026.10.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2024-09-05 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.34
Reviews with a complaint	139 (46%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.76 from 34,705 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	129	2.4	2024.9.2 (15), 2025.5.0 (8), 2026.9.1 (7)
Feature requests	29	2.1	2026.9.1 (5), 2025.5.0 (2), 2026.10.0 (2)
Crashes / freezes	27	2.8	2024.10.0 (4), 2026.8.0 (3), 2024.9.2 (3)
UX / design	20	2.1	2026.6.0 (3), 2026.9.1 (2), 2025.1.3 (2)
Performance	12	2.3	2026.9.1 (3), 2026.8.0 (3), 2025.12.0 (2)
Pricing / subscription	6	2.5	2026.9.1 (2), 2026.4.0 (1), 2026.9.0 (1)
Ads	1	1.5	2026.5.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2026.10.0	22	3.8	27%
2026.9.1	19	3.6	42%
2026.9.0	18	4.0	22%
2026.8.1	9	3.7	33%
2026.8.0	11	3.0	55%
2026.7.1	10	4.5	20%
2026.7.0	13	3.8	38%
2026.6.1	11	4.2	18%

Representative quotes

Bugs

“Unusable – I could not get this app to work at all. I added it to my laptop but it would only allow access using a link sent directly from Bitwarden and it would not let me access it via my iPhone at all. I used AI to ask for help to resolve the issues and spe” (1★, v2025.10.0, GB, 2025-10-30)

“The APP is not working for few months. – It shows “an error has occurred” only, nothing can be checked or fixed.” (1★, v2024.10.0, CA, 2024-11-14)

Feature requests

“BROKEN UPDATE – Forcing single sign on option. Dismissing with X leads to blank grey screen with no Master Password option.” (1★, v2024.9.1, GB, 2024-09-21)

“App problems – This review is specifically for the app because I like Bitwarden overall. I can’t log into the app anymore. It keeps saying a problem occurred. I can log into the web version just fine so I know it’s not on my end. It’s so frustrating and doesn’t” (1★, v2024.11.0, CA, 2024-11-25)

Crashes / freezes

“Still Crashing – What is wrong with you guys? Seriously. Your app crashes every browser except Safari when filling in 2FA codes. 1Password doesn’t have this issue, but I don’t want to switch to 1Password. I just want you to fix your app. You’d think this app w” (1★, v2026.9.1, US, 2026-10-09)

“Recent update – It kicked me out and when I try to login again it crashes every time.” (1★, v2025.10.1, GB, 2025-11-04)

UX / design

“New and worse – This used to be really good but it’s gone absolutely terrible on both iOS and on Mac too. The interface is super buggy. There are crashes and you keep having to log in again. The ui used to be basic but now it’s just behaving weirdly like scree” (1★, v2025.1.3, GB, 2025-02-18)

“UI update is awful – Please revert to the old UI” (1★, v2024.9.2, GB, 2024-10-06)

Performance

“Find something else – Used to be good. Now it never works” (1★, v2026.9.0, US, 2026-09-23)

“Version 2026.8.0 – Due to this update, I am constantly receiving timed out notifications while in the app. I also cannot change anything inside the app because when I go to save the changes it just shows a spinning screen that never ends. Please fix these issu” (1★, v2026.8.0, US, 2026-08-22)

Pricing / subscription

“Pathetic – App doesn’t work across platforms. In the past three days the app has completely stopped autofilling. Don’t waste your time or money.” (1★, v2026.9.0, US, 2026-09-21)

“Ok but could be better – I’m a transplant from Dashlane due to the ever increasing price. I’m currently trying Bitwarden as an alternative. Most of the app is showing it’s a good option. However a big negative keeping me from going with Bitwarden permanently, ” (2★, v2026.8.1, US, 2026-09-11)

Ads

“Popular – This app keeps bugging me with popups while using it. So annoying” (1★, v2026.5.1, GB, 2026-06-14)

The 10 most important fixes

1. Fix login / account access [Bugs · 88 reviews · avg severity 2.4/3 · versions 2024.9.2, 2026.10.0]

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

“Problem signing in to every app on iPhone – I’m pretty sure it’s Bitwarden app that tries to speed up my login with my information from the app but it never works. I always have to find another way to type password or work around this. If ” (1★, US)

2. Fix features broken by the latest update [Bugs · 28 reviews · avg severity 2.5/3 · versions 2024.9.2, 2024.8.1]

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

“Broke self hosting in most recent update. – Self hosted option has been broken, let us roll back our app versions or fix!” (1★, CA)

3. Stop data / progress loss [Bugs · 30 reviews · avg severity 2.2/3 · versions 2025.5.0, 2025.3.0]

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

“Cannot sync – Always saying “an error has occurred.” when I try to save or sync the data. Really annoying!” (1★, CA)

4. Soften the redesign backlash [UX / design · 18 reviews · avg severity 2.4/3 · versions 2024.9.2, 2026.6.0]

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

“Native app issues – The new native app now makes it difficult to copy from secure notes and

everything is very spread out on the screen, complete waste of screen space" (3★, GB)

5. Fix crash on launch [Crashes / freezes · 10 reviews · avg severity 2.9/3 · versions 2024.9.1, 2024.8.1]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first. "Broken. Can't access anything now. – Prompted to enter an organisation identifier every time I open the app. When dismissing this I can't access the app at all." (1★, GB)

6. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.6/3 · versions 2025.12.0, 2026.8.0]

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

"Unfortunately bad on IOS – Bitwarden has a very good reputation, but it's a badly developed software on IOS. It crashes often while scrolling a list. It's an old and recurring problem. I can't trust this application on IOS. That's too bad." (1★, CA)

7. Ship the most requested feature [Feature requests · 5 reviews · avg severity 2.0/3 · versions 2025.8.0, 2024.9.2]

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

"No pin option – No convenience lock, give me a pin option" (3★, GB)

8. Answer support requests [Bugs · 3 reviews · avg severity 2.9/3 · versions 2026.9.0, 2025.5.0]

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

"Support has been worthless – This app has locked me out and says my account doesn't exist. All I did was the most recent update and I am wasting time emailing help desk with ZERO help. Every single password I have has been saved here for 2 " (1★, US)

9. Speed up loading [Performance · 3 reviews · avg severity 2.1/3 · versions 2026.8.0, 2025.12.0]

Profile cold start and the slowest screens on older devices; cache content.

"Fix the Face ID screen that shows up it is slow compared to all other password managers – I have switched over to 1password due to the Bitwarden screen that pops up every time Face ID is prompted, it is so slow compared to other password ma" (1★, CA)

10. Justify or adjust the price [Pricing / subscription · 2 reviews · avg severity 2.7/3 · versions 2026.4.0, 2026.9.1]

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

"Sneaky pricing tactics – 100% increase is 109% way to lose the most loyal that made them . Will use others they are not the same as used to be much better out there now for the price" (1★, 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.