

App Store complaint report

ClickUp: Tasks, Chat, Docs, AI · Mango Technologies, Inc. · current version 7.4.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 2 storefronts (2024-03-30 to 2026-10-16).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.78
Reviews with a complaint	196 (65%)
Storefronts	US 270, GB 30
All-time App Store rating (US)	4.68 from 9,974 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	147	2.4	5.4.4 (9), 5.4.0 (7), 5.3.6 (7)
Feature requests	82	2.2	7.1.0 (4), 6.0.0 (4), 5.4.5 (4)
UX / design	68	2.3	5.4.5 (4), 5.2.1 (4), 6.5.8 (3)
Performance	40	2.5	5.3.6 (4), 6.5.4 (2), 5.4.5 (2)
Crashes / freezes	32	2.8	5.4.0 (4), 5.4.2 (3), 5.3.6 (3)
Pricing / subscription	17	2.6	5.3.6 (2), 6.8.4 (1), 6.8.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.3.4	3	1.7	67%
7.3.3	4	4.0	25%
7.3.1	1	2.0	100%
7.3.0	1	1.0	100%
7.2.1	2	5.0	0%
7.2.0	1	5.0	0%
7.1.0	8	3.8	62%
7.0.2	6	3.7	33%

Representative quotes

Bugs

“Still haven’t been able to get it to launch past the logo. Stuck on logo launch screen – I use it on the web, but without a working mobile app, places like Monday are looking like a better choice if this continues. The Clickup app has had many updates, and I ” (1★, v6.5.0, US, 2025-11-28)

“Bad App – The app isn’t a good one. It doesn’t reflect the changes you’ve made on the website (which is already bad. The website itself is buggy and slow). I ended up deleting my account and uninstalling the app. I wasted half an hour trying to get it to work ” (1★, v5.1.10, US, 2024-07-11)

Feature requests

“Simply Terrible – You guys really love taking one step forward and then 5 steps back. This new interface is so convoluted, cluttered and brain dead. Here’s a tip, we want to see our spaces and our tasks in a clean and simple way when on mobile. SIMPLE. Why are” (1★, v5.3.6, US, 2025-01-10)

"Features in available - I haven't even tried the desktop app yet. I wanted this mainly for the mobile app. When I try to create a recurring task/reminder, I get a blank screen. All I can choose is daily, not weekly or monthly. This shows that the feature is th" (1★, v6.2.2, US, 2025-10-11)

UX / design

"Terrible - This app is definitely not for single person use. Also, the interface is convoluted, and it is difficult to find anything or where to start. I was inundated by tons of chats and inviting other people even though I'm a one person show. The app is har" (1★, v6.6.0, US, 2026-03-09)

"Garbage - Terrible layout, terrible performance, confusing and doesn't work half the time. If you're considering it. Dont" (1★, v5.3.6, US, 2024-12-31)

Performance

"This app is horrible everywhere. - Really laggy, does way too much, tons of freezing and performance problems, a search function so bad that it makes Discord look good. Threads are useless. I don't know how this company is in business. When I had to use this p" (1★, v6.8.4, US, 2026-06-06)

"App is Unusable - Loved ClickUp and wanted to move all my things there, but the functionality makes it virtually impossible. Now that I'm logged out (security settings) it is stuck on loading to even present me a login screen. Before that, the load times were " (1★, v6.0.0, US, 2025-09-02)

Crashes / freezes

"New user - Tried to create an account, the website continually crashed and the process to open your account using your app once you've finally created a password is also glitchy and unclear, tried a few times enough to think this wouldn't be worth it and then" (1★, v6.5.4, GB, 2026-01-04)

"not getting anything - would like to write a review but i can't even open/get into the app. just a gray screen with the <) app logo and it just stays like that. swiped up to close the app—no change. i deleted and redownloaded still nothing" (1★, v6.0.0, US, 2025-09-13)

Pricing / subscription

"...as far as setting up a whole big organizational system, but as soon as I went to save for the first time, I got road blocked by a paywall. EVERYTHING IS PAY ONLY. lol. What a joke." (1★, v5.3.0, US, 2024-10-30)

"Great but expensive - The platform and its App are great for productivity and project management, but the subscription fee limits its ability to fulfill its potential, especially when adding up the cost per team member per month!" (3★, v6.5.7, GB, 2026-01-31)

The 10 most important fixes

1. Simplify navigation [UX / design · 48 reviews · avg severity 2.2/3 · versions 5.4.5, 6.5.8]

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

"...wanted to use this for personal project management, but if I have to use the desktop site just to set goals, then I'll just find something else to use. Additionally, the layout and UI feels very cluttered and unintuitive to navigate." (2★, US)

2. Fix login / account access [Bugs · 36 reviews · avg severity 2.5/3 · versions 7.1.0, 5.4.4]

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

"Cant login - I like this application just find I set up my account in my computer and used a gmail address to sign in. I cant log into the app because it wants a password which you don't setup when you use google to login. So I cant login t" (1★, US)

3. Fix crash on launch [Crashes / freezes · 19 reviews · avg severity 3.0/3 · versions 5.4.0, 5.4.2]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"Doesn't load past splash screen - After many attempts at getting this app to load, after launching it just shows the logo and will never actually load the app. Reinstalled more times than I can count (lost count after 14). Utterly useless." (1★, GB)

4. Stop data / progress loss [Bugs · 22 reviews · avg severity 2.4/3 · versions 5.2.2, 5.1.12]

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

"Syncing Issues - I think pulling down should just refresh data, not search. The amount of app restarts I'll have to do just to get up to date data is ridiculous. And then when I mark stuff as

completed it still takes a minute to disappear f" (2★, US)

5. Speed up loading [Performance · 20 reviews · avg severity 2.5/3 · versions 5.1.6, 5.3.6]

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

"Mobile app needs a lot of work – I love ClickUp on desktop. Mobile app is a lot more clunky and slow. Inputting text for tasks doesn't feel as native and snappy, since it requires you to load another screen to edit. Heavily considering sw" (2★, US)

6. Ship the most requested feature [Feature requests · 21 reviews · avg severity 1.9/3 · versions 5.4.2, 5.4.5]

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

"Removed the chat button – I'm a click up power user and I primarily use the desktop app But I loved using the mobile app for managing chats with my team Having the dedicated chat button on the bottom of the navigation bar made a lot of s" (1★, US)

7. Fix in-use crashes and freezes [Crashes / freezes · 14 reviews · avg severity 2.6/3 · versions 5.3.6, 5.2.6]

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

"...Impossible. Have to stick with competitors unless they get it together Dashboard also doesn't load on mobile. And the dash freezes on computer and won't let me add more. Working on a Mac with Gig internet." (1★, US)

8. Soften the redesign backlash [UX / design · 16 reviews · avg severity 2.1/3 · versions 5.4.5, 5.2.2]

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

"You guys need someone who understands the user's priorities and how we use the app – Obviously the latest app redesign is done by someone who is NOT using the app and has no idea what they are doing. Just terrible ui design and layout cho" (1★, US)

9. Fix features broken by the latest update [Bugs · 11 reviews · avg severity 2.1/3 · versions 5.4.5, 5.3.0]

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

"...today's checklist, front and center. Also, the ability to refresh was removed for some reason so the app isn't updating anymore with things I add or update on my desktop. The app seems to continue getting less and less usable as they add m" (1★, US)

10. Answer support requests [Bugs · 9 reviews · avg severity 2.6/3 · versions 5.1.10, 5.1.5]

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

"No customer service – After looking at different options I chose Clickup. Then spent 5 hours between trying things YouTube and their videos regretting my decision. I reached out for help and was replied to by a bot. Customer service is none" (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.