

App Store complaint report

Google Authenticator · Google · current version 5.1.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 14 storefronts (2026-08-17 to 2026-10-22).

Metric	Value
Reviews analysed	300 (296 classified by AI)
Average stars (these reviews)	3.86
Reviews with a complaint	54 (18%)
Storefronts	US 125, BR 32, GB 20, AU 20, IN 15, FR 14, CA 14, MX 14
All-time App Store rating (US)	4.85 from 1,205,425 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	39	2.5	5.0.3 (34), 5.1.0 (3), 5.0.2 (2)
UX / design	23	2.2	5.0.3 (17), 5.1.0 (5), 5.0.2 (1)
Feature requests	14	2.0	5.0.3 (10), 5.1.0 (4)
Crashes / freezes	2	2.1	5.0.3 (2)
Performance	2	2.1	5.0.3 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.1.0	35	4.0	20%
5.0.3	228	3.8	19%
5.0.2	37	4.4	8%

Representative quotes

Bugs

“Does not work. – Keep getting error message!!!” (1★, v5.0.3, AU, 2026-09-14)

“Provides Frustration – I don’t even want this app - YouTube is demanding it if I want to be paid for my work. I can’t get it installed - every code is “invalid”. □” (1★, v5.0.3, US, 2026-10-01)

UX / design

“Help – Confusing. I can’t even get a QR code and the codes to enter don’t work” (1★, v5.0.3, US, 2026-10-10)

“UI needs work. It’s not intuitive. – Assumes you already know how to setup MFA. I’m sure these will be superseded in 2 years with much slicker and better engineered method of security.” (2★, v5.0.3, GB, 2026-09-19)

Feature requests

“More detailed release notes please – How did this app go for years without updates to needing one every month? Please add helpful release notes so we know what’s being updated.” (3★, v5.1.0, US, 2026-10-19)

“Pain to install – Gave very few options for me to authenticate and in the end gave up as this fell into the too hard category and just deleted the app. Will use a different authentication route” (1★, v5.1.0, GB, 2026-10-22)

Crashes / freezes

“Rischio perdita – Un giorno a caso l’app ha deciso di resettarsi, io ho provato ad accedere al mio account, ma mi ha perso tutti i dati, facendomi perdere, di conseguenza anche l’accesso al mio account discord e altri. Fate attenzione” (1★, v5.0.3, IT, 2026-10-08)

“What is going on – Always saying fail please fix this is becoming annoying” (1★, v5.0.3, US, 2026-08-30)

Performance

“Not enough time – Im tool old and slow” (2★, v5.0.3, US, 2026-09-24)

“Carla – No deja borrar códigos se acumulan a veces no funcionan es un desastre” (1★, v5.0.3, GB, 2026-09-07)

The 10 most important fixes

1. Fix login / account access [Bugs · 29 reviews · avg severity 2.4/3 · versions 5.0.3, 5.1.0]

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

“Absolute trash app. – I downloaded to use with instagram. Copied the key code from instagram and logged into my google accounts. Then it randomly generates a 6 digit code on a quick time limit to be entered on instagram. 6 digit code with a” (1★, US)

2. Simplify navigation [UX / design · 14 reviews · avg severity 2.1/3 · versions 5.0.3, 5.1.0]

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

“Complicated – Confusing and complicated” (1★, GB)

3. Stop data / progress loss [Bugs · 9 reviews · avg severity 2.5/3 · versions 5.0.3, 5.1.0]

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

“Hot Garbage – Deleted all my tokens. On all devices and on the cloud backup. I’m using a reliable app now called 2FAS - it also has a better layout and backs up reliably. The devs of this app from Google put zero effort into this project. N” (1★, AU)

4. Ship the most requested feature [Feature requests · 4 reviews · avg severity 1.4/3 · versions 5.0.3]

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

“Allow us to rename – Renaming/ clubbing of codes would help” (3★, IN)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple’s public customer-reviews feed (a third-party scraper as backup), 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.