

App Store complaint report

LastPass Password Manager · LastPass US LP · current version 6.61.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2024-08-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.67
Reviews with a complaint	174 (58%)
Storefronts	GB 100, US 100, CA 100
All-time App Store rating (US)	4.38 from 57,335 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	153	2.5	6.58.0 (10), 6.27.0 (10), 6.21.0 (10)
Feature requests	43	2.3	6.59.0 (4), 6.57.0 (4), 6.58.0 (4)
Pricing / subscription	43	2.6	6.27.0 (4), 6.16.2 (4), 6.58.0 (3)
UX / design	34	2.3	6.58.0 (4), 6.21.0 (4), 6.56.0 (2)
Performance	13	2.6	6.55.0 (2), 6.46.0 (2), 6.60.0 (1)
Crashes / freezes	9	2.7	6.17.0 (2), 6.38.0 (1), 6.35.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.61.0	4	2.5	25%
6.60.0	16	2.6	62%
6.59.0	16	2.8	56%
6.58.0	19	2.6	68%
6.57.0	31	3.4	32%
6.56.0	19	3.2	37%
6.55.0	9	2.1	78%
6.54.0	7	3.1	43%

Representative quotes

Bugs

“Worse than terrible – Some apps you can just shrug off and not use if they aren’t working for you. But as a password “manager” this gets embedded within all your devices and if it doesn’t behave properly you are truly cooked, and you have invested heavily in i” (1★, v6.57.0, GB, 2026-08-18)

“The IT support is not existent – I have been trying to login to LastPass now for the whole week. I have a teams account and the recovery password doesn’t work. They do not have a life agent to support the Paige members in case they cannot login. I had numerous” (1★, v6.16.0, GB, 2024-09-24)

Feature requests

“The cliched story. The promise and then the pivot from 5 to 1 – Like so many other apps and new businesses, the timeline here ends up feeling the same. At first, the experience is free or competitively affordable relative to its features. You start to use it a” (2★, v6.59.0, US, 2026-10-04)

"Just awful now – I've had Lastpass for several years and it's been reasonably good. However, a few weeks ago, on my Mac, I was told I needed to update to a new app (or version of the app) or it would stop working properly. Big mistake. Nothing autofills. It wo" (1★, v6.20.0, GB, 2024-12-01)

Pricing / subscription

"Very poor support service – I lost my cell phone which had the LastPass Authenticator on it. I contacted LastPass support and they asked me for confirmation of my identity. ok. They suggested I could use SMS for a code Duh! They expected me to remember thar la" (1★, v6.38.0, GB, 2025-10-11)

"Will update if things change – All of my passwords are on LastPass. I reset my password due to a breach and now LastPass won't recognize the password and the reset hasn't worked for days and there's no way to even chat with anyone and I pay for the premium ver" (1★, v6.55.0, US, 2026-07-24)

UX / design

"Shaky – After security breach, use has become super confusing. I keep getting Last Pass icon appearing and covering slots requiring filling but not any passwords. Only way to print copy of your data is with a CSV file that is so jumbled, it is barely readable." (1★, v6.21.0, CA, 2025-01-05)

"Confusing – I thought this would be easy. Can't figure out how to add passwords. Probably easy if you're a whizz kid with tech stuff but I'm not." (1★, v6.35.1, GB, 2025-09-06)

Performance

"Paid User, Very Poor Performance – I have a paid account and I never make time to review apps. This is the first time I have felt frustrated enough to communicate that this is by far, the most frustrating password manager and paid application I have experience" (1★, v6.46.0, CA, 2026-03-05)

"Hard – I CANT USE MY AUTHENTICATOR AT ALL ON GOOGLE DUE TO MY PASSKEY LAGGING" (1★, v6.60.0, GB, 2026-10-18)

Crashes / freezes

"Fraudsters – It used to work fine but now my desktop and mobile system freezes when I access my account in order to close it. As a result I've wasted money I can't afford. Worst of all there is no way to access UK support. AVOID AVOID AVOID" (1★, v6.27.0, GB, 2025-03-28)

"Sucks – Doesn't work. Freezes. Can't get into my sites" (1★, v6.55.0, US, 2026-07-24)

The 10 most important fixes

1. Fix login / account access [Bugs · 116 reviews · avg severity 2.5/3 · versions 6.27.0, 6.21.0]

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

"TOO "secure" – I'm on my iPad that has been verified many times with LastPass. I need to enter the password for my email account, so I log into LastPass with my master password and I'm BLOCKED. Guess where I need to go to get a code...yup, my" (3★, CA)

2. Answer support requests [Bugs · 66 reviews · avg severity 2.6/3 · versions 6.16.2, 6.27.0]

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

"Why is it so difficult to get account support?! – The app is ok but customer service support is horrible. I have been trying to get help and have been on your website only to keep going round and round in a circle - basically getting no whe" (2★, GB)

3. Stop data / progress loss [Bugs · 24 reviews · avg severity 2.6/3 · versions 6.57.0, 6.21.0]

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

"Lost my data in a data breach – Thanks to LastPass my personal data was stolen when they suffered a data breach. The company has no credibility" (1★, GB)

4. Soften the redesign backlash [UX / design · 15 reviews · avg severity 2.2/3 · versions 6.15.0, 6.24.1]

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

"Useful – This is my go to, but on the iPad it seems unsearchable now... so you put "Google" in looking for your Google password and nothing happens, you have to scroll down...." (3★, GB)

5. Simplify navigation [UX / design · 14 reviews · avg severity 2.2/3 · versions 6.21.0, 6.56.0]

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

"I find LastPass very frustrating – I don't attempt election find LastPass particularly user friendly, especially when I am trying to solve a problem. It is very old fashioned with the ticket system. FAQ's

has these generic Q&As which se” (3★, CA)

6. Fix features broken by the latest update [Bugs · 12 reviews · avg severity 2.2/3 · versions 6.29.0, 6.24.1]

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

“Face ID stopped working months ago – Updated review - has now been broken for over 6 months.” (1★, GB)

7. Justify or adjust the price [Pricing / subscription · 11 reviews · avg severity 2.4/3 · versions 6.58.0, 6.19.0]

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

“Money grab – Forces payment to use on phone and computer. Will be switching services.z” (2★, US)

8. Ship the most requested feature [Feature requests · 7 reviews · avg severity 2.5/3 · versions 6.57.0, 6.24.1]

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

“Offline Mode Request – I have been a looong time user of Lastpass and I am just now realizing that I cant add passwords when the internet is out. I live in rural WV and from time to time we have internet outages. There should be some offlin” (2★, US)

9. Make trials and renewals transparent [Pricing / subscription · 6 reviews · avg severity 2.8/3 · versions 6.56.0, 6.36.0]

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

“Can’t add password easily on iPad – I want to cancel free trial, to difficult on iPad, can’t get it to even allow to add passwords, I feel if it’s difficult now it always will be unreliable” (1★, GB)

10. Ease paywall pressure [Pricing / subscription · 7 reviews · avg severity 2.3/3 · versions 6.44.0, 6.52.0]

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

“Adding the premium fees sucks – It was good until they made you pay it” (2★, CA)

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.