

App Store complaint report

Microsoft Authenticator · Microsoft Corporation · current version 6.8.57

Generated 2026-10-24 from the 300 most recent public App Store reviews across 15 storefronts (2026-09-24 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	1.62
Reviews with a complaint	229 (76%)
Storefronts	US 115, GB 42, CA 30, DE 20, BR 12, MX 12, JP 11, AU 11
All-time App Store rating (US)	4.71 from 715,264 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	203	2.5	6.8.56 (148), 6.8.55 (33), 6.8.57 (22)
UX / design	94	2.5	6.8.56 (69), 6.8.55 (17), 6.8.57 (8)
Feature requests	56	2.3	6.8.56 (37), 6.8.55 (11), 6.8.57 (7)
Crashes / freezes	25	2.8	6.8.56 (19), 6.8.57 (3), 6.8.55 (3)
Performance	15	2.6	6.8.56 (11), 6.8.55 (4)
Pricing / subscription	4	2.0	6.8.56 (4)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.8.57	30	1.8	80%
6.8.56	221	1.6	75%
6.8.55	46	1.7	83%
6.8.45	2	1.0	0%
6.8.27	1	1.0	100%

Representative quotes

Bugs

“...code from the app. There is no way to install the app on my iphone 18 which I got because somewhere I read the authenticator would work on it. It does not. The app is broken and won't download properly on my phone.” (1★, v6.8.56, US, 2026-10-16)

“I can't get it to work. - i need this app for college but everytime i try to put in my email in to be able to get the code for that- it asks me for the authentication code? the authentication code i cannot get until i get my email logged in and set up in the” (2★, v6.8.55, GB, 2026-09-28)

UX / design

“TERRIBLE APP - App leaves you stuck in a loop no matter what you do. Terrible design and just simply doesn't work 95% of the time” (1★, v6.8.56, CA, 2026-10-04)

“Impossible to use - It wants to know the code in my app but that request comes from the app itself and I cannot navigate away from it” (1★, v6.8.56, US, 2026-10-16)

Feature requests

"Review – Terrible for personal. As the app requires you to you use an email you can only use it for that purpose. I was recommended this app years ago used it was simple. It has since been scrapped I can no longer access the additional features to use it for i" (2★, v6.8.57, US, 2026-10-22)

"Broken jailbreak detection – My iPhone XS isn't jailbroken and is on the latest iOS 18.7.10. Yet it keeps popping up the Jailbreak detected warning, which doesn't even allow the affected work/school accounts to be removed. Please add a way for it to rescan or " (1★, v6.8.56, NL, 2026-10-15)

Crashes / freezes

"Esta aplicación es un bucle infinito – En mi escuela me lo piden para TODO, ni siquiera me llega algo para poner el número que me aparece, y para iniciar sección me pide autenticar mi cuenta con la misma aplicación" (1★, v6.8.56, MX, 2026-10-19)

"Does not work – Never works, keeps doing an infinite sign in loop. Useless" (1★, v6.8.56, US, 2026-10-09)

Performance

"Zamrożony ekran – Aplikacja po włączeniu nie reaguje. Po zresetowaniu telefonu i reinstalacji również." (1★, v6.8.55, PL, 2026-09-25)

"usuńcie to pls – najgorsza aplikacja jaka została stworzona, bardzo niepotrzebny dodatkowy krok, aplikacja cały czas świruje. nie wiem kto wpadł na pomysł tej aplikacji ale powinien wyjść na dwór i się zastanowić nad sobą i znaleźć inną pracę. niepolecam" (1★, v6.8.56, PL, 2026-10-05)

Pricing / subscription

"Money deducted without authorization – Very disappointing and misleading experience. I downloaded this app for a specific purpose and did not knowingly agree to any paid subscription or recurring charge. I was shocked to see money deducted from my account with" (1★, v6.8.56, CA, 2026-10-01)

"Pay for play – Why do I have to pay Authenticator \$6.00 a week to use. Frustrating." (1★, v6.8.56, US, 2026-09-30)

The 10 most important fixes

1. Fix login / account access [Bugs · 174 reviews · avg severity 2.5/3 · versions 6.8.56, 6.8.55]

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

"MICROSOFT SIGN IN IS HORRIBLE – The Microsoft sign-in process is horrible. I spent way too much time going in circles between Microsoft Authenticator, verification codes, password resets, and different sign-in methods. It kept asking me to " (1★, US)

2. Simplify navigation [UX / design · 32 reviews · avg severity 2.4/3 · versions 6.8.56, 6.8.55]

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

"Hugely confusing! – Hugely confusing and non- intuitive" (1★, US)

3. Stop data / progress loss [Bugs · 21 reviews · avg severity 2.5/3 · versions 6.8.56, 6.8.55]

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

"Keine Übertragung auf neues iPhone – Leider konnten wir die vorhandenen Einträge nicht via iTunes Backup und Restore auf ein neues iPhone übertragen. Dies bedeutet viel Aufwand, alle Verbindungen neu einzurichten." (3★, DE)

4. Fix notifications [Bugs · 20 reviews · avg severity 2.3/3 · versions 6.8.56, 6.8.57]

Check notification delivery and let users control frequency in settings.

"Doesn't push the notification – Upgraded my phone and now the app doesn't work and all setting are on to push the notification." (1★, CA)

5. Answer support requests [Bugs · 11 reviews · avg severity 2.8/3 · versions 6.8.56, 6.8.55]

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

"Horrible customer service – No way to contact anyone about issues when you can't log in. In a logged out loop, Authenticator app needs me to log into account but needs authentication app to log into said account. Gives me no other option to" (1★, US)

6. Ship the most requested feature [Feature requests · 15 reviews · avg severity 1.8/3 · versions 6.8.56, 6.8.57]

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

“No way to export my own codes – Your Authenticator app is the only major authenticator that gives users no way to export their own MFA codes. Your cloud backup only restores into your own app, and it does not even transfer between iPhone an” (1★, US)

7. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 2.3/3 · versions 6.8.56, 6.8.57]

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

“Broken auth – The latest update requires force closing the app, letting the website fail, then restart the auth process again and hopefully auth will work. The support link is broken, so I’m Leaving a bad review since that works.” (1★, US)

8. Soften the redesign backlash [UX / design · 10 reviews · avg severity 2.1/3 · versions 6.8.56, 6.8.57]

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

“Get Code Button – I use this to access my uws account but recently i changed the phone and the updated version is not showing get codes button.” (1★, GB)

9. Fix in-use crashes and freezes [Crashes / freezes · 7 reviews · avg severity 2.7/3 · versions 6.8.56, 6.8.55]

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

“Fix the issue – After the ios 27 update the application fully hanged I couldn't even open and go the code page. Please fix as i routine work stoped due to this.” (1★, IN)

10. Fix crash on launch [Crashes / freezes · 6 reviews · avg severity 2.9/3 · versions 6.8.56, 6.8.55]

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

“Can’t get this new updated one to launch on my phone – Since I updated this app, I can’t get it to launch on my iPhone iOS 26. I have reinstalled the app so many times hoping to get it working still the same issue, can’t get into some of my” (1★, GB)

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.