

App Store complaint report

MyFitnessPal: Calorie Counter · MyFitnessPal, Inc. · current version 26.41.0

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2026-05-09 to 2026-10-19).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	2.47
Reviews with a complaint	341 (68%)
Storefronts	CA 200, US 150, GB 150
All-time App Store rating (US)	4.71 from 2,380,195 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
UX / design	186	2.3	26.32.0 (24), 26.33.0 (19), 26.40.0 (17)
Bugs	137	2.3	26.41.0 (26), 26.40.0 (15), 26.39.0 (14)
Feature requests	136	2.2	26.40.0 (19), 26.41.0 (18), 26.33.0 (12)
Pricing / subscription	131	2.3	26.40.0 (23), 26.41.0 (17), 26.39.0 (12)
Ads	27	2.5	26.41.0 (5), 26.39.0 (4), 26.33.0 (4)
Performance	25	2.4	26.41.0 (5), 26.40.0 (3), 26.32.0 (3)
Crashes / freezes	15	2.6	26.39.0 (4), 26.41.0 (3), 26.40.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.41.0	62	2.6	71%
26.40.0	82	3.1	52%
26.39.0	57	3.2	51%
26.38.0	20	2.7	70%
26.37.0	29	3.1	52%
26.36.0	17	1.8	71%
26.35.0	12	2.5	83%
26.34.0	19	2.3	79%

Representative quotes

UX / design

“Awful update – What could the dev team possibly have been thinking? Absolutely atrocious adjustment to the apps design and function. You are a calorie tracking app - it doesn’t need to be remodelled and redesigned. Whoever made this new layout should be remove” (1★, v26.24.0, CA, 2026-06-19)

“2026 User Interface horrible – I accidently updated this app today and its new look is as bad as everyone complains on the forums, my husband stopped using it and I now need to find a new app, new update is not intuitive or logical, can’t easily find informati” (1★, v26.22.0, CA, 2026-06-04)

Bugs

"What happened? – Premium subscriber since... 2019. App feels like coded these days. Used with watch in 2019 to hit fitness goals. Setting up the same system now and the experience is terrible. Calorie goal in settings is 1500. Showing up in my daily diary as 120" (1★, v26.40.0, US, 2026-10-08)

"Broken – I don't know how you did it but somehow you guys have broken this app. It just doesn't work anymore." (1★, v26.22.0, CA, 2026-06-08)

Feature requests

"Absolutely ruined and getting worse – After four months of hoping the app redesign would be rectified, I am writing to discourage anyone who is about to pay for premium — as I did shortly before the redesign ruined what had been an outstanding app. Every update" (1★, v26.40.0, US, 2026-10-10)

"The update is unusable – Been using this app for almost a decade, and the new interface is simply awful. Why such an extreme step backwards in usability? It's not even the same app anymore. All the easy listings and features are gone. It baffles the mind as" (1★, v26.18.0, CA, 2026-05-12)

Pricing / subscription

"Rubbish – Rubbish & waste of money. Everything is complicated and absolutely taking time to set up and add some workout easily. Everything one by one, you have to spend plenty of time to update your daily food and to update workout. Waste of time and money" (1★, v26.37.0, GB, 2026-09-19)

"Rubbish – I only have the premium version of this because I got it free. I would never pay for this. It's clunky too many clicks to get through to anything food logging isn't accurate. Won't be using it any longer." (1★, v26.41.0, GB, 2026-10-15)

Ads

"I've decided not to use this App – I've decided not to continue with MyFitnessPal due to the advertising and lack of features" (2★, v26.39.0, US, 2026-10-03)

"Inaccurate and impossible to log in entries – What is a "cup" as measure? It depends how you chop and which "cup" you use so you might eat 4 times more than you think! What is "oz"? There are 3 different amounts: uk, USA and liquid that use "oz" and they are " (1★, v26.40.0, GB, 2026-10-12)

Performance

"Bye bye – Terrible experience. The app got an update recently and it's now soooo slow to use. It is unusable. I've now switched to MyNetDiary and it's much better. Truly horrific update. I've lost trust in MyFitnessPal. Classic move when a private equity firm " (1★, v26.21.1, CA, 2026-06-01)

"Replaced by AI – Been using this app for easily 10+ years. I was really salty when they started charging for the barcode scan feature, but I understood. Recently, the new UI is painful. Things that were previously simple, aren't any longer. The ads are all over" (3★, v26.41.0, US, 2026-10-18)

Crashes / freezes

"Day 1, then delete. – So I set up an account, started to track my macros etc. First of all I couldn't find any setting to turn off adding workout calories to the daily calorie budget despite looking for 10 minutes. I would have liked to see that I have worked " (1★, v26.32.0, GB, 2026-08-18)

"Crashing when trying to open app, please fix ! – App crashes on blue splash screen when try to use it, please fix" (3★, v26.39.0, US, 2026-10-05)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 214 reviews · avg severity 2.3/3 · versions 26.32.0, 26.40.0]

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

"New App Design Frustration (May 2026) – *Updated review 7/9/26. All of my previous issues from May 2026 still remain. The user interface is confusing and complicated compared to the old version (before the new update). And it's still the same" (1★, GB)

2. Simplify navigation [UX / design · 127 reviews · avg severity 2.3/3 · versions 26.32.0, 26.33.0]

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

"Used to be a great app – The recent redesign for food logging is horrible. Even if you open any meal number it defaults to Meal 1 and you have to change it from a drop down each time. If you open meal 3 you should be logging for meal 3. This" (2★, CA)

3. Ship the most requested feature [Feature requests · 89 reviews · avg severity 2.1/3 · versions 26.32.0, 26.40.0]

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

“Update Not User Friendly – I used to love the app, and I use it religiously everyday. The new updates add complexity and are not user friendly. It’s harder, and sometimes the option is not available, to simply copy meals; which makes tracki” (5★, CA)

4. Ease payroll pressure [Pricing / subscription · 74 reviews · avg severity 2.2/3 · versions 26.40.0, 26.41.0]

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

“Just get Cronometer – Cronometer is way better barcode scan is not locked behind a payroll ads are short then you can skip you can see your nutrition stats without paying once I stopped paying for premium I went looking for another app” (2★, US)

5. Justify or adjust the price [Pricing / subscription · 64 reviews · avg severity 2.3/3 · versions 26.40.0, 26.41.0]

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

“Renewal robbery – While the app is great to use. I went to renew my annual subscription and it went from 30.00-ish per year to 79.99. With the cost of everything right now. No thanks. It doesn’t do that much for me. There are plenty of a” (3★, US)

6. Improve content quality [Feature requests · 42 reviews · avg severity 2.2/3 · versions 26.40.0, 26.41.0]

Review the content areas users name; add a "report a problem" button on content.

“The voice log feature is trash – Sucks at recognizing what you’ve said and so often come up with the wrong match. So many other apps have gone AI let’s enter 2026 mfp” (1★, CA)

7. Fix features broken by the latest update [Bugs · 38 reviews · avg severity 2.3/3 · versions 26.40.0, 26.32.0]

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

“Why fix when not broken? – This app worked fine before the update. Now struggling to record intermittent fasting. Doubt I shall renew my subscription, unless this is fixed.” (3★, GB)

8. Stop data / progress loss [Bugs · 32 reviews · avg severity 2.3/3 · versions 26.41.0, 26.40.0]

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

“Switching to other apps – Used to be a decent free app to use, but it’s time has passed. This happens on the daily: starting body weight reverts to 10 years ago weight, CALORIE GOAL RESETS to a random number, specified macro percentages res” (2★, CA)

9. Fix login / account access [Bugs · 25 reviews · avg severity 2.5/3 · versions 26.38.0, 26.41.0]

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

“Logs out – Every time I go into the app it makes me remake an account, and when I try to log back in it says my password is wrong!☹” (1★, CA)

10. Reduce ad frequency and length [Ads · 20 reviews · avg severity 2.5/3 · versions 26.41.0, 26.39.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

“Fix this app – This app has potential but it’s useless because of all the bugs and ads” (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.