

App Store complaint report

Microsoft Outlook · Microsoft Corporation · current version 5.2641.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-13 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.95
Reviews with a complaint	85 (28%)
Storefronts	CA 150, US 100, GB 50
All-time App Store rating (US)	4.79 from 9,344,702 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	57	2.2	5.2640.0 (17), 5.2641.0 (8), 5.2639.0 (5)
Feature requests	34	1.9	5.2640.0 (14), 5.2638.0 (6), 5.2641.0 (4)
UX / design	27	1.9	5.2640.0 (15), 5.2641.0 (4), 5.2639.0 (2)
Crashes / freezes	10	2.6	5.2637.1 (3), 5.2640.0 (2), 5.2641.0 (1)
Performance	9	2.1	5.2640.0 (2), 5.2641.0 (2), 5.2635.0 (2)
Pricing / subscription	3	2.6	5.2641.0 (1), 5.2637.0 (1), 5.2640.0 (1)
Ads	3	2.1	5.2639.0 (1), 5.2640.0 (1), 5.2632.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.2641.0	72	4.2	18%
5.2640.0	86	3.8	33%
5.2639.0	29	3.9	24%
5.2638.0	13	3.8	46%
5.2637.2	2	5.0	50%
5.2637.1	8	2.6	38%
5.2637.0	13	4.2	23%
5.2635.1	11	3.0	36%

Representative quotes

Bugs

“Broken, doesn't work – Can't do anything. Still have to go to desktop to complete basic tasks like sending a meeting invite!” (1★, v5.2640.0, US, 2026-10-19)

“Bug fix taking forever – The app mostly works. However, it has an annoying bug that causes notifications about upcoming all-day events to say they are happening “today” instead of “tomorrow”. I reported it through the app’s built-in support chat and the suppor” (3★, v5.2632.0, CA, 2026-08-20)

Feature requests

"As shameful as Meta – Please give back the writing tool feature from Apple Intelligence" (1★, v5.2635.0, CA, 2026-09-10)

"No option for all emails – Log into my work email, and can't see a single email in my inbox. There is no option to view all. Just the useless focused email, where they think they know better than me, which emails are important. They are all important, stop hid" (1★, v5.2635.1, CA, 2026-10-22)

UX / design

"Cumbersome – I cannot recommend Outlook. All the time when I want to read an email I need to sign in with my account credentials. Every time I want to read an email some UI element notification hides the email which then makes me move to my laptop. The flag, r" (3★, v5.2640.0, US, 2026-10-18)

"Microslop garbage – Just atrocious design and functionality" (1★, v5.2640.0, CA, 2026-10-16)

Crashes / freezes

"App Crashes – iOS27 iPhone 16 pro max.. app crashes when trying to open. If I hold and select "calendar" from the prompts it'll open my calendar but when I select mail, it'll force close again. Tried restarting my phone, uninstalling and redownloading the app," (1★, v5.2637.1, CA, 2026-09-28)

"Crashes immediately on launch – Crashes immediately on launch - useless" (1★, v5.2637.0, CA, 2026-09-22)

Performance

"Typical Corporate Greed – As if selling our data wasn't enough, now you have blocked me from sending/receiving any emails because I haven't paid for your stupid one drive storage." (1★, v5.2641.0, US, 2026-10-21)

"Takes months to download emails on different devices – It takes literally months to log in and see your emails when using new devices, meanwhile I can log into my account on a browser and see every email within seconds, makes no sense. It's been about a month " (1★, v5.2635.0, CA, 2026-09-10)

Pricing / subscription

"What have you done to it? – I have used outlook for so long as a business tool and your big new release is absolutely awful try developing it properly before you push it to market if I had to pay for this software there is no way you would get my money" (2★, v5.2640.0, GB, 2026-10-16)

Ads

"Ads – I used to love Outlook also because it integrated the calendar. Now that it forces ads I will stop using it. I have multiple Google accounts and none are with Microsoft. It's a small screen already and I don't need the extra clutter. So idiotic!" (1★, v5.2640.0, US, 2026-10-17)

"Cool but the ads can be annoying – An email app is meant to show your emails. Your most important ones at the top. This one takes our expectations and shoves ads in that space. Why do ads have to look like emails? It's misleading and dishonest. It's a good ap" (4★, v5.2639.0, CA, 2026-10-06)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 16 reviews · avg severity 2.0/3 · versions 5.2640.0, 5.2641.0]
Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
"Old version – Is there an older version that is available. I can't sync up my inbox folders alphabetically. I have no issues with the desktop version, the newer live version on the desktop is like the app. Disappointing!" (1★, US)

2. Ship the most requested feature [Feature requests · 17 reviews · avg severity 1.7/3 · versions 5.2640.0, 5.2638.0]

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

"Outlook experience – Add the missing features that exist in the MAC OS. That would really make the IPAD a great alternative to the MacBooks. Many of us want to carry only one device." (3★, US)

3. Fix login / account access [Bugs · 13 reviews · avg severity 2.4/3 · versions 5.2640.0, 5.2639.0]

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

"Impossible to sign in – Don't waste your time with Outlook mail, asks you to sign in constantly and

the mysterious sign in code that is supposed to show on the app never does. Deleted this account from all but one of my devices” (1★, CA)

4. Simplify navigation [UX / design · 11 reviews · avg severity 2.0/3 · versions 5.2640.0, 5.2641.0]

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

“Calendar Useless – Mail is passable, but the Calendar app is an atrocious, confusing, unusable monstrosity. Do not recommend. I don’t know how corporations tolerate the lack of utility at the premium paid.” (1★, CA)

5. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 2.1/3 · versions 5.2640.0, 5.2633.0]

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

“Stopped working on Vision Pro – Please re-enable Vision Pro support” (1★, GB)

6. Stop data / progress loss [Bugs · 7 reviews · avg severity 1.9/3 · versions 5.2635.0, 5.2637.0]

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

“...of direct marketing and therefore requires user consent. Another issue, Outlook often highlights the wrong email in the deleted folder while reading another, hitting delete thinking you are deleting the email you are reading actually dele” (1★, GB)

7. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.6/3 · versions 5.2637.1, 5.2640.0]

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

“Scrolling down crashes app – If scrolled down app crashes immediately.. please fix.” (1★, CA)

8. Answer support requests [Bugs · 4 reviews · avg severity 2.4/3 · versions 5.2641.0, 5.2632.0]

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

“Live tech support – Does not exist” (2★, US)

9. Fix notifications [Bugs · 5 reviews · avg severity 1.6/3 · versions 5.2639.0, 5.2632.0]

Check notification delivery and let users control frequency in settings.

“They can never fix the badge new email notifications numbers – New email badge notifications wrong most of the time always by one count. This has been going on for months! For example badge will indicate 3 new emails and there are only” (1★, CA)

10. Speed up loading [Performance · 4 reviews · avg severity 2.1/3 · versions 5.2635.0, 5.2635.1]

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

“Sluggish Email Loading Times – This is an issue on both the app and web versions of Outlook. Over the last several months, the time it takes for emails to load has taken longer and longer. I’ve waited as long as 5 minutes for an email to fi” (2★, 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.