

App Store complaint report

Walgreens · Walgreen Co. · current version 118.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-09 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.37
Reviews with a complaint	91 (30%)
Storefronts	US 300
All-time App Store rating (US)	4.83 from 7,325,249 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	51	2.1	117.1 (51)
Performance	26	2.1	117.1 (26)
Feature requests	25	1.9	117.1 (25)
UX / design	18	2.0	117.1 (18)
Pricing / subscription	14	1.9	117.1 (14)
Crashes / freezes	5	2.9	117.1 (5)
Ads	1	1.8	117.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
117.1	300	3.4	30%

Representative quotes

Bugs

“...listed under one pharmacy location only, even though separate Rx numbers may be at completely different stores. This creates a huge problem when combined with the consistent transfer failures on the app. Each Rx number should have its own entry in order to be” (1★, v117.1, US, 2026-10-11)

“Order submission issues – I was unable to submit my order in-app on my iPhone. I emptied my shopping cart and started over on my iPad using the same info. Order submitted successfully using iPad. Walgreens, bring your A-game. My health and wellness dollars wou” (1★, v117.1, US, 2026-10-12)

Performance

“I can’t get jiggly with this – App won’t load I can’t shop from app” (1★, v117.1, US, 2026-10-19)

“Prescription – This store on trip and Rainbow has gone downhill so bad. Takes forever to get a prescription refilled. The help there sucks big time slow and not friendly” (1★, v117.1, US, 2026-10-15)

Feature requests

“Please make it better before I delete it – I and sick and tired of having to turn off automatic refills every month. I only want to go to Walgreens once a month if at all possible. So I like to wait until all my prescriptions are due. Also I get way too many t” (2★, v117.1, US, 2026-10-13)

“Why is my store location changing all the time – I want all my Rx’s filled at Howard Brown Walgreens through my ADAP. Please try and send to my home for free delivery and bundle meds

together as much as possible. I live in a high rise and there was a a recei" (1★, v117.1, US, 2026-10-15)

UX / design

"Not user friendly – Work is not easily saved. Very confusing on how to add photos. Simple things like just ordering prints, takes me 3 times as long. The only reason I use Walgreens is the convenience of location and same day pickup." (1★, v117.1, US, 2026-10-17)

"Confusing – Automated text system send conflicting and confusing messages" (1★, v117.1, US, 2026-10-17)

Pricing / subscription

"We pay premium prices to shop at Walgreens – So why does this app Require location services to be on in order to be used? Especially considering again the more premium price I pay because I love my Walgreens staff but this app is so bad - it shows you invali" (1★, v117.1, US, 2026-10-14)

"Scam – Won't let you update insurance to get you to pay full price for drugs" (1★, v117.1, US, 2026-10-15)

Crashes / freezes

"Horrible – Selecting pictures took me about 2 hours because the app would freeze and delete all my progress, it wouldn't let me select more than two pictures without freezing, and then closing the app losing all my progress all over again it was really frustra" (1★, v117.1, US, 2026-10-10)

"Does not work – Want something delivered and the screen to enter a credit card doesn't work, just frozen. Do better" (1★, v117.1, US, 2026-10-13)

Ads

"Pushing ads through Notifications?! – Now that your app is pushing frequent ads through Notifications, I've had to disable that. I hope I don't miss something important going forward. That's pretty boneheaded, kind of like radio stations pushing ads through th" (1★, v117.1, US, 2026-10-21)

The 10 most important fixes

1. Answer support requests [Bugs · 29 reviews · avg severity 2.0/3 · versions 117.1]

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

"Customer Service – I don't I know. I just hate them. Perhaps more than one pharmacy tech would help. Grossly under staffed, and lord knows don't go and get in line at 1:25. If you have to wait 5 minutes, they say nothing and close the w" (1★, US)

2. Fix notifications [Bugs · 14 reviews · avg severity 2.0/3 · versions 117.1]

Check notification delivery and let users control frequency in settings.

"Aggravating – Too many notifications and pushes to get vaccinated." (2★, US)

3. Improve content quality [Feature requests · 13 reviews · avg severity 2.0/3 · versions 117.1]

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

"Usually convenient – I truly appreciate being able to manage prescriptions through a phone app however I have had incorrect or inaccurate data messaged to me with no easy way to send back an inquiry or correction. I'd like the conversation " (4★, US)

4. Stop data / progress loss [Bugs · 8 reviews · avg severity 2.4/3 · versions 117.1]

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

"Annoying – I had everything in my cart. Tried to add jello it FINALLY added the jello after service issues like a hundred times, but SURPRISE it DELETED everything else in my cart...." (2★, US)

5. Soften the redesign backlash [UX / design · 8 reviews · avg severity 2.2/3 · versions 117.1]

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

"...pharmacy app I could not tell heads or tails with my Rx of plenty. I am now back to Walgreen's and hold the fort down I will be looking for a new pharmacy! I hate change!! I just tried to put my order in online, I had to go to another part" (1★, US)

6. Speed up loading [Performance · 7 reviews · avg severity 2.2/3 · versions 117.1]

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

"Slow and glitchy app – I don't really like the app forced to use it. It glitches all the time and it's pretty bad. I wouldn't recommend it." (2★, US)

7. Simplify navigation [UX / design · 7 reviews · avg severity 2.1/3 · versions 117.1]

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

"...us know we'll start working on it. WTF. Don't remove the language if it's still required. You've got to know that will be confusing to people. Maybe I finally need to change pharmacies. You seriously can't be playing games like this with a" (1★, US)

8. Ship the most requested feature [Feature requests · 8 reviews · avg severity 1.6/3 · versions 117.1]

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

"...wasted my time, gas, and money driving to the location I selected, only to discover my photos were sent somewhere else. Please add a required confirmation step that clearly displays the pickup store's name and full address before an order" (1★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 4 reviews · avg severity 2.9/3 · versions 117.1]

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

"App crashes – The app crashes and takes AGES to open photos from your album. Terrible experience every time." (1★, US)

10. Fix login / account access [Bugs · 4 reviews · avg severity 2.4/3 · versions 117.1]

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

"Worst login experience – I've had a Walgreens account for like 15 years. In this latest version of the app, I tried to make a purchase for pickup, and when I try to log in, it wants me to call their customer service line. It's 2026. Why wou" (1★, US)

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.