

Points of View: App Analysis



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ICM 512—Principles of UX Design, M5

Overview

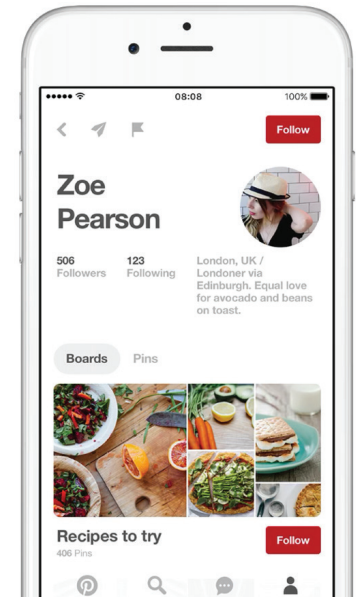
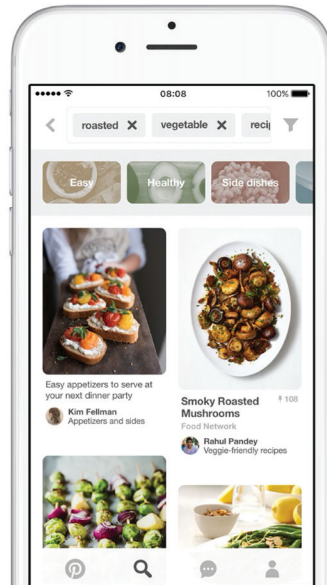
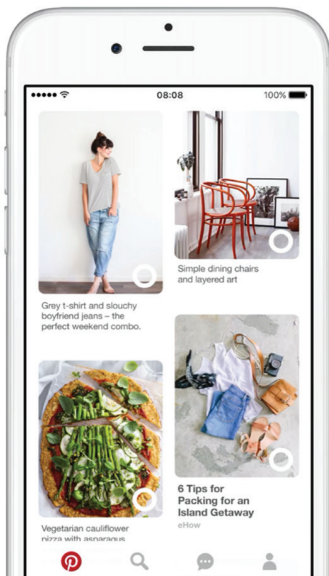
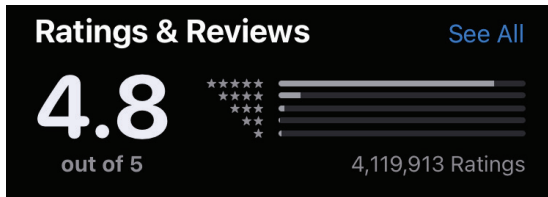
In this analysis, I chose three apps that I use quite often: Pinterest, LinkedIn, and Google Photos. I looked at each of their reviews on the iPhone App Store, and then I selected 3 positive, 3 negative, and 3 suggestive (normally within the 2-4 star range) comments on each app which voiced users' satisfactions and frustrations. Finally, I crafted two POV statements for each app based on these reviews.

A Point of View (POV) statement combines the user, their needs, and important insights. From the POV statements, one should be able to better understand users' needs and feelings about the product.



Pinterest: Overview

Pinterest allows users to find what visually inspires them through photos, short videos, and link thumbnails. Users are able to save their inspirations as 'pins,' organize them in folders, share what they love, and even shop to make something theirs. There are countless ideas shared such as cooking recipes, DIY projects, room decor, helpful info-graphics, and even software tutorials.



Pinterest: Positive

Pinterest user since 2011

2y ago

★★★★★

Beachinnbum

I can't imagine not having Pinterest. I could be without all other websites and social media, but the creative side of me needs my Pinterest fix. I'm able to organize all of my ideas which is great for me because my mind runs 90mph with these ideas every day either way. I love my secret boards. I love trying new things. This year I have a new raised garden bed and redoing my front yard. One of my favorite things about it is that I can make Pinterest my MAIN Wishlist/Registry I don't have to make a bunch of different registries for events... I can add people to a board and pin things from ANY website. So I don't have to remember all those passwords for those individual sites. (Example: You're having a baby and want to have a Target Registry, Babies R Us Registry, Buy Buy Baby Registry, etc etc...) Instead of doing them all separately you can just pin all the products you want from those websites directly to ONE BOARD on Pinterest. You can add your friends and family to the board or you can just send them your board link. They can follow the link and look at everything you've pinned in one place and make a purchase. You don't need to create registries anymore. Everything I need is available on Pinterest. Thanks y'all!

Best thing ever

4y ago

★★★★★

Rosycheeks13

Thanks to Pinterest I can express myself throughout creativity and just art boards and just all these boards that I can make and I can express myself through them I think my favorite two boards is probably my Jesus Christ one and my photography because those are two really important things in my life and this is a really great app for all ages and I do recommend it to anyone who is eligible to have it. And I first got it when I was about 11 and I just got an iPod not a phone but my parents wouldn't let me have any kind of social media so this was kind of like a social media for me and I very much enjoyed it you can fine inappropriate things on there if you search them up I have never search them up but if you click on the wrong link or something it could lead to something so just be mindful when you have your kids on there it will ask you of like things that you're interested in just make sure that you are looking over that because there are things on there that maybe you should look over with them other than that it's an excellent app and in less you're truly searching for something or you just click the wrong link you won't find anything bad and I truly absolutely for the very last time do you recommend it to all thanks!

Pinterest is the jack of all trades 2y ago

★★★★★

Mrs. Hoffman

So I love love Pinterest and I always have!! But I recently got the iPhone 10 max and now it just constantly freezes up when I'm on Pinterest for a while and my phone doesn't do this on ANY other app or any other time. So I have no idea why it keeps doing this... but it is pretty aggravating.

Other than that though this app is the GREATEST!! I come here for- it used to be just for like crafts and food, but now I have come to use it for makeup ideas, for like if I have a khaki jacket and I want to see what other looks and styles and colors may go with it (that matches what I may have in my closet) I go on here for an idea of what the possibilities are to wear with it. I recently used it to find out what kinds of dresses and outfits to wear to a Christmas party.. so you can get ideas and picture yourself in the clothes, you can have a idea of what you're looking for locally. And of course this is where I go for beautiful quotes to add on Instagram. Or funny memes even to describe super specific situations 😂 you can use Pinterest to find basically anything! Gift ideas, crafts, DIY, recipes, home decor ideas, outfit ideas, makeup tutorials, if you want a hair cut and you are looking for different styles... like you name it and they have it! Oh yea and Starbucks drinks to try!! That's my favorite!

Pinterest: Negative

It's getting worse

★☆☆☆☆

Tue

Katprincess

I just had to update my review because it kept bringing me to this app page anyway. If I ask Siri, use the Google app, Safari, or the Bing app, and it takes me to Pinterest, if I click on the open in app button (or just touch a pin to read it), it takes me to this page even though the app is downloaded. Even if I touch the "open" button from here, it just opens the app like normal and doesn't pull up the pin I wanted to see. It doesn't change anything to already have Pinterest open in background either. So you can't pin anything you've looked up.

Update:

PLEASE listen to your users- STOP the constant updates! It's just one bug after the next, and then one update is actually good and fixes everything, but then a week later a new update create more bugs. Currently the bug is videos will freeze but audio keeps playing and there's not a way to reset it except for restarting the app. Please spend time on features people have been asking for instead of tinkering with things that aren't broken.

Every pin is an ad

★☆☆☆☆

Feb 13

Nika crabs jiji

Opening the app today and the first 12 pins are all ads. Every scroll/ page of 4 pins there are at least 1-3 ads. Many ads are too large and move which honestly hurts my eyes when I scroll by. There are too many spam/ fake links. Pinning is not intuitive anymore. There is far too much emphasis on shopping and advertisements, the app is just not fun to use anymore. I've been on here for a long time now and have seen a lot of not so great updates but these are the worst and I've finally reached my limit with this app.

ENOUGH REFRESHING ALREADY Feb 13

★☆☆☆☆

emmaleejg

Pinterest is my livelihood, quite literally. I spend most of my day saving pins, (my daily pinterest usage is over 4 hours according to screen time) BUTTTTTT... I LOATHE when pinterest refreshes. You have zero control over it once it refreshes, and most of the time it refreshes for NO REASON. For example, I opened the app, sent my friend a pin, and went back to the home page. Then, as you might have guessed, THE PAGE STARTED TO REFRESH, and not before I found the most BANGING HOT PIC of my celebrity crush EVER. I tried my damned hardest to save it, but alas, ITS GONE FOREVER. I'm beyond heated right now. PLEASE FIX THIS PINTEREST!!!

Pinterest: Constructive

I love the app but I can't stand the updates

Dec 29

★★★★☆

--Ava--

I've been using Pinterest for about 6 years (off and on). Back when I first started using it me and my mom would find birthday party ideas and things like that but as I've grown I continued to use it to feed into my current interests. I have been using it to find references for my fan art drawings and used to be able to comment under the pin with photos and videos and share what I created using the pin. It was one of my favorite features of the app and as a teenager that doesn't use any other social media, I'm disappointed in the numerous updates that have taken away the actual fun out of the app. This is an issue because the app is about inspiration and using other people's ideas to better your own. But if you can't show how the idea actually turned out then you're less likely to try it. Therefore leading to boredom of the app. I'm not sure the reason this feature was taken away but I do know that it was a big mistake. I hope they put it back in the next update and maybe the A-Z sorter for pins would be nice too? Like how many things are they going to take away- well anyways Pinterest is a great app for sharing your ideas and your creations and if you enjoy that kind of stuff try it that's why I gave 4 stars. But to Pinterest please stop taking features away so you can add others it gets frustrating when you like something and it's snatched away from you for no reason.

Suggestion to the app developers

2y ago

★★★★☆

Guardrock

I love this app for finding and organizing all sorts of crafts, recipes, home tips, etc. but it is really irritating to continuously have a bar popping up at the top of each webpage asking if I have found what I want. Most of the time I am pulling these sites from my own saved pins so yes, I have found what I wanted because that's why I use your app, to find what I have saved here. That, and when I am choosing a pin from a search I notice that this question bar loads before the page even loads and takes up part of the page. At that point it's just annoying to be asked if I found what I wanted because I can't see the webpage yet and certainly don't know what is within the page yet to know if I did indeed find what I wanted. Please consider altering how and when you ask your users if they found what they wanted. Maybe the pop-up could be altered to only pop up when a search from the home page is done. Also, maybe change it to pop up 30 seconds after the user clicks a link so they have a chance to see what is on the page before being asked for feedback. Overall, I still love your app and use it all the time. I just want to stop seeing this pop-up every time I open a link I've had saved for years. Thank you.

Stop changing it constantly

1y ago

★★★★☆

karebear2984

I love Pinterest, I have for a while now. However, they constantly are changing their formatting & the way it's set up. Sometimes it's for the better; I loved when they added the sections to boards as this made it way easier to organize pins, boards, & keep track of it all. But it's not always a good thing. Recently they updated it & got rid of the A-Z on my home page which can make it a pain if you want to pin something in the lower end of the alphabet & have a lot of boards. Or if you want to look at a board without searching the board specifically (sometimes I may forget what I titled a board) & just want to look under Q because I know I have it under a board for quotes for example. So my point is the changes they make aren't always positive. And even if you're like me & use Pinterest a lot it's hard to keep up with the "new" way of doing things & set up they may have changed it to. Kinda like if someone constantly keeps giving you an updated phone, you'll figure it out sure, but if they give you one all the time it gets annoying as you're trying to keep up with how does it function now? I mean way too constant. There may be features you really like that they do away with completely & that may ultimately make you use it less. Stop it Pinterest team. I know you're working on improving it, & that's great, but don't fix what isn't broken.

Pinterest: POV



- ▶ Users who like consistency need less frequent updates that deliver major changes because too many changes at a time frustrate users who are used to finding what they want in a certain way. Frequent updates also mean more frequent bugs, which adds to this frustration.
- ▶ Users who enjoy finding the things they are looking for need a more optimal home page (namely less ads and refreshing) because things often disappear in the refresher algorithm, and sifting through numerous ads at one time tends to annoy the user.

LinkedIn: Overview

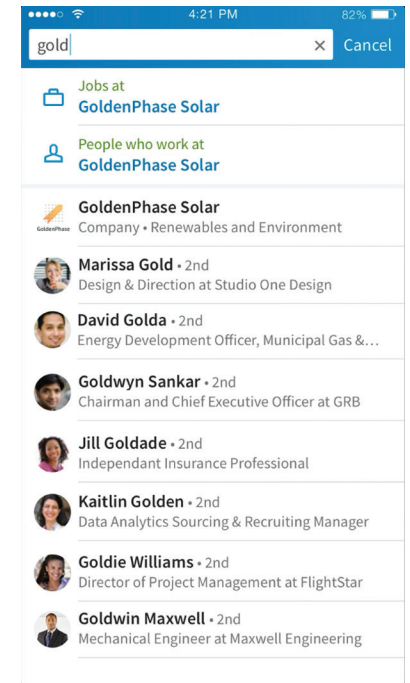
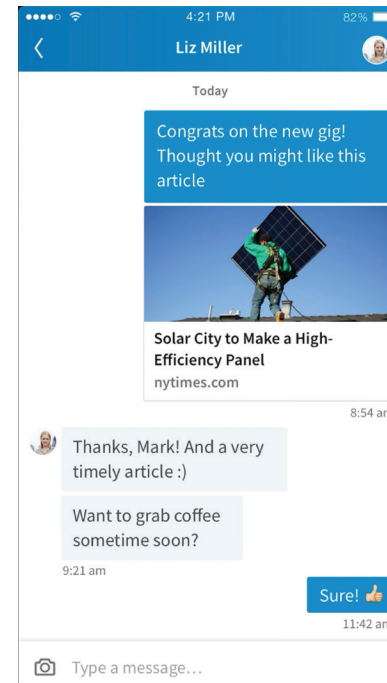
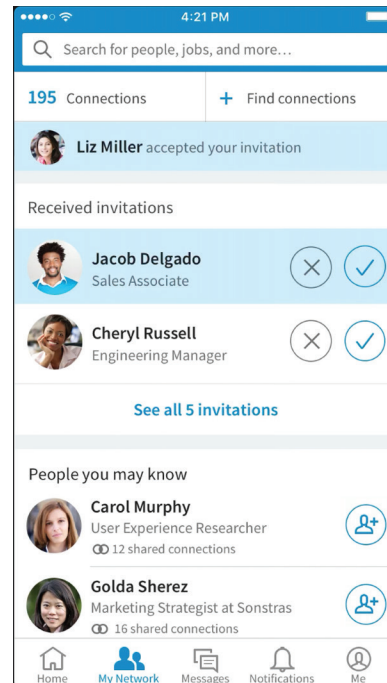
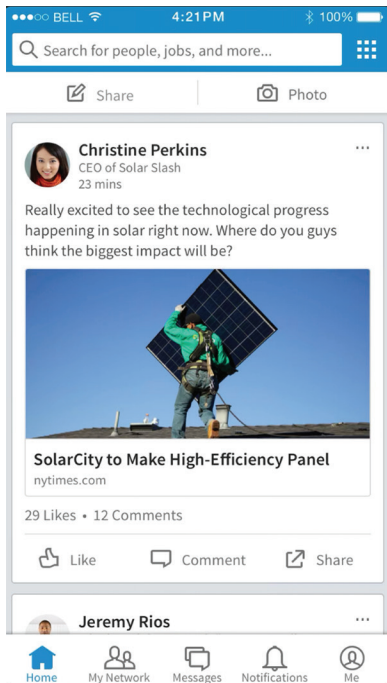
LinkedIn is a networking app for professionals, job seekers, and businesses. Users can create their career profile, build their network, connect with recruiters and businesses, and use their profile as their online resume. LinkedIn provides advanced search filters to narrow down the countless jobs to the ones that match users' preferences.



Ratings & Reviews [See All](#)

4.3 out of 5

68,429 Ratings

A graphic showing a 4.3 rating out of 5, with 68,429 ratings. It features five stars, with the first four and a portion of the fifth filled, and a progress bar below.

LinkedIn: Positive

Very Useful! Wish it had this one feature... Jun 16



Techchick23

I use the LinkedIn app almost daily and find it simple and practical for me to stay in contact with people in my industry. The only ask I have is the ability to reorder or highlight recommendations on your profile. I have a few that were written earlier in my career that I would like to put on the top of the list, similar to how we are able to reorder current positions/roles.

Got a job! Jan 15



Loveroffinalfantasy

After college I've worked in healthcare made ok money. But with rent+inflation continuing to rise there's times I'd never have money left over.

I applied to a jobs on LinkedIn and landing a job with a salary I never thought I would have!

Loved the new push notification changes 1y ago



GenuineBuyer

Loved the new changes on push notification related to job postings. It used to just notify that a company posted a new job. But now it says xyz posted a new abc role and we think you are a good fit! Would love to see if this is personalized based on the profile % match to a job or a general messaging change that appears for all the job suggestions.

LinkedIn: Negative

Too many fake listings

★☆☆☆☆

Mon
kinoky5

I've never been contacted by a real person looking for a job on LinkedIn. Most "remote" listings are scammers who will phish for your information, such as your credit score. They will also scam you to click on malicious links that will try to sign you up for a random credit check subscription. I've reported multiple profiles on linked in and they do not get taken down. BE CAREFUL applying to jobs on this app, there's more scammers than real people, use anything else!

Horrible Interface

★☆☆☆☆

2y ago
kintobaR Rabotnik

I swear this site has provided me with so much stress just trying to set it up. I didn't dropped out of college and I left my job but they are both in my interests and I cannot change them. Whenever I open the app it tells me to finish updating my profile but I don't have anymore information to add. There's no way to say no. When I tried to leave things blank because they don't apply to me I couldn't. I got a notice that I had shown up in a search but when I opened the notification I was taken to a page within the app that did not work without a laptop. Why would this happen on the mobile app? It makes no sense. I've made all the connections I want to for now but every time I open the app I have to skip through the page to make connections with random people I don't know. This app and the website are infuriating to attempt to use. I use all kinds of other social media that work at least decently. This platform is by far the most angering to use. Maybe the team is overworked or has no time to fix these issues, but they are too glaring and long lasting to still be around.

eh

★☆☆☆☆

Dec 25
irishgal222

I honestly have never written a review before, but I left LinkedIn because of this when I was fond of building connections on LinkedIn. However, someone had to make me very uncomfortable. LinkedIn is for professional use. When posting, there should be a sensitivity filter so what ever comment or post is being shared on LinkedIn directly is not hurtful or disrespectful. I had a horrible experience with someone disrespecting my profession and the person said "in ms your considered a joke" on my post that involved my profession having an appreciation week. That is the total opposite of what LinkedIn in is used for.

LinkedIn: Constructive

Only sort of useful

May 18

★★★★☆

Bublysh

An account is basically required by potential employers if you're applying to white collar jobs, but is incredibly difficult to sort thru or actually get a response from companies- especially if you are applying thru linkedin itself. Would recommend only using the app to find companies that sound interesting, vetting them thru glassdoor, then applying via the company website itself.

Suggestion 1 for better UX: limit applications to 100 per job with job listings closing automatically upon hitting 100 apps received. I am tired of seeing open job listings with 100+ applicants because i KNOW that the hiring managers are only skimming the top 5% of applicants from the pile and then underpaying them for their experience.

Suggestion 2 for better UX: Years of required experience being listed as a filter within job listings search. I am not interested in a job that pays entry level wages or says "fast paced environment" and then requires 5-7 years of experience AND a bachelors.

Please add an unlimited word count

1y ago

★★★★☆

(Joe)45

I love LinkedIn, but would like to see an unlimited word count. There are so many times that I have a post that exceeds the allotted word count and it's frustrating. I could condense what i need to say most times, but sometimes I need to be able to say more than what LinkedIn allows.

If the post is good, people will read it. If not, they don't have to read it and can just scroll on past. I'm sure if you took a poll from other LinkedIn users, you would find that most of them would agree that LinkedIn needs an unlimited word count. Don't limit it solely for the purpose of making sure people's posts are shorter. Give people the opportunity to add as much as they need to their posts. Sometimes you need to be able to add more to your post to properly say what you need to say because tightening your word count doesn't always cut it.

Chronological content feed - second attempt.

edited 3y ago

★★★★☆

Mike O PhD

LinkedIn... I love your platform. I have already posted a comment on the lack of a sort by "recent" function on for iOS. When I'm on my phone, the work around is to go to your mobile site, then request the desktop site, then select "sort by: recent". The most recent update you just pushed out now has "lives" or something that feels like a clone of Instagram/YouTube/Snapchat/Facebook, etc. I do not subscribe to these platforms because I believe LinkedIn is the only social media platform of any substance. There is quality content and networking happening everyday. Why did your newest update add a cookie-cutter "lives" function and not a simple "sort by:recent" function. Why am I seeing 3 week old posts with recent posts scattered about. Totally ridiculous... The one platform I thought was doing a service to a community of professional people is slowly becoming just another social media platform.

LinkedIn: POV



- ▶ Users who want to find jobs they are qualified for need to have more flexible settings because being restricted to one feed algorithm as well as being forced into rigid profile settings can make the search for quality content more difficult. This is especially given that LinkedIn recommends jobs on the feed as well as in notifications based on the user's profile settings.
- ▶ Users who want quality interactions with real professionals need to be able to filter inauthentic or insensitive users because having to encounter bots, scammers, and unprofessional people without a proper way to filter them out detracts from the career-oriented environment LinkedIn wishes to foster.

Google Photos: Overview

Google Photos serves as a hub for photos and videos. It allows users to back up the content from their camera roll and be removed from their device's storage. Users can also visual search (search content by people, places and things), edit their photos with advanced tools, receive automatic albums, and share libraries with other users.



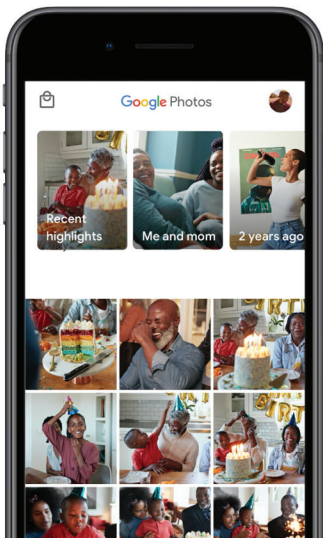
Ratings & Reviews [See All](#)

4.7 out of 5

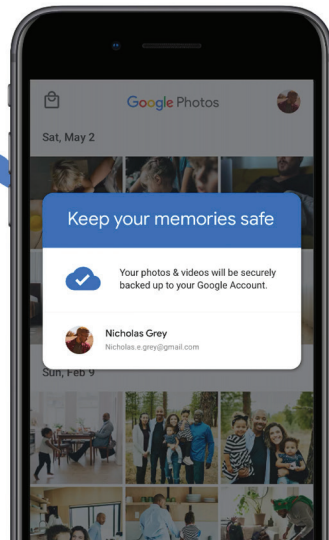
★★★★★
★★★★
★★★
★★
★

340,771 Ratings

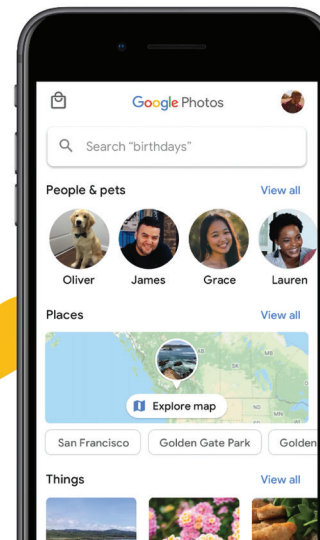
All your memories
in one place



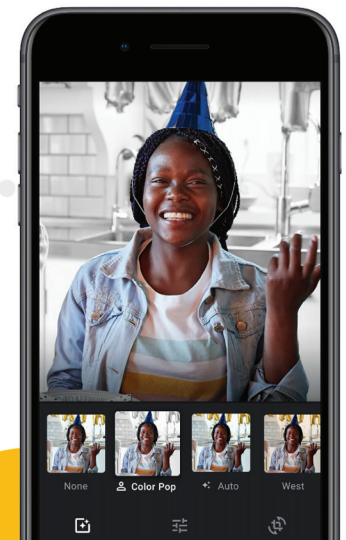
Securely back up your
photos and videos



Find your photos
in just one tap



Bring your photos
to life with editing



Google Photos: Positive

Futuristic



1y ago
Calculated Carly

I am blown away by the features of this app. I LOVE that I can search my hundreds of thousands of pictures in any word or name. Google Photos can tell one baby from another, even correctly identify a baby as they grow up. In other words, I can type in my tween daughter's name and Google Photos will pull up every picture of her, staring at birth. This app can tell one ANIMAL from another! I've labeled my Kitty as "Kitty" (which is her name). I can search "Kitty" and suddenly every picture of Kitty pops up! In fact, every time I take a picture of my precious little Pretty Kitty, it automatically gets filed in photo album "Pretty Kitty". ALSO, within a picture, Google Photos can transcribe any words within the picture! This is EPIC. I can take a picture of someone's business card and save it AS a Contact! I can take a picture of a recipe and automatically turn it into a text document.

When creating a PowerPoint, I was able to search for things like "parking lot", "grass", "happy", "Manchester", etc etc.

Just blows my mind. Though my phone is apple, I use Google Photos over Apple Photos, hands down. That said, the two apps work well together. Apple Photos allows me to edit photos in ways I cannot through Google. Google Photos allows me to create projects and utilize the amazing search function. Many times, I have edited photos in one a pp, then open/ work with the same photos in the other app. Have my Cake AND Eat it, too. 🥰

Thankful for google photos!



1y ago
WhitElliott5

This app is great! Im not good with keeping phones, i have 5 kids and we are unfortunately very rough one devices. We lose, break and hv the occasional freak accidents where my phones are concerned and sadly I'm not great with technology & where I'm always on the go and hv more importantly things on my mind even if I knew what I were doing with technology, I'm bad for leaving messages unfinished or unsend, I forget to post comments after typing them out and anything that has to be saved on a device after I get done with is a lost cause but depending on which settings you have set your Google photos app on and esp with IOS my photos & videos are automatically backed up. This app does everything for you! I love that it allows me to add so much info about my pictures so I know where & when they were taken and on any kind of special of occasions like 1 of my 5 babies birthdays which is a lot to keep up with on their own. I'm super Thankful for google photos for helping me keep special & irreplaceable photos/vids! I can access them from any device, anytime and they make it effortlessly easy to share via social media, messages & email (etc.) showing my friends and family, not only am I a proud mom of a sometimes insanely chaotic "mini baseball team" I am but also It makes me appear so well organized and put together meanwhile ;)

Secure backup for free



1y ago
clwest4

I love using google photos, and if you have the background app refresh on, it automatically keeps all your photos on the cloud. If not, just open it every few days or so and it will back them up when it's open. It has helpful tips and touchups, but asks before making any changes (I almost always prefer the touchups to the original!) I take photos of lists and receipts, things I tend to only need for a few hours, and this app has a very helpful function that asks if I still need these types of photos and will gather them up for me to pick any to remove or keep. It also has an optional facial recognition feature - not for everyone, but I love it! It is easy to search for people and even pets! It may not be my most frequently used app, but it might just be my favorite. Today it asked if I'd like to clear space on my phone (yes, of course) and told me I had over 5k photos that had been backed up and were older, then with the press of a button sent them to my deleted folder in the photos app and told me how to permanently remove them from there. I'm upgrading my phone in a few days so that was super helpful, now the transfer will be quicker!

Google Photos: Negative

Like a virus on my phone

1y ago

☆☆☆☆

12346744763423

I hate google photos. I was really excited to try it. I backed up all my photos from my phone to Google photos. Unfortunately I couldn't scroll through my photos to see any of them. There's apparently a glitch where when scrolling through photos the app forces you to scroll all the way back to the top so you can't ever look through your photos. This continued even after I upgraded my phone and deleted and re installed the app. Nothing fixed it. Finally, I decided to take all my photos from google photos back on to my phone so I can upload them to iCloud instead. Of course when you try to do that often you don't even get the option to even save photos to your device/phone! And when this happens you have to restart the app. And then when you finally do download images from google photos to your phone in the slowest way possible so the app doesn't crash the photos are out of order and a complete disorganized mess of photos. Oh, and I'm now trying to delete photos from google photos and it is also deleting those photos from my iCloud even though I disabled syncing. So I'm STILL trying to figure out how to delete photos from google photos (and be done with google photos altogether). I've never even written a review for an app in my life but this app is terribly painful to use and even more painful to break up with. I regret ever using google photos. Hours of my life wasted trying to recover my own photos. Useless.

No flexibility

2y ago

☆☆☆☆

StaceyT6

Google photos is an all or nothing app. Either it backs up all your photos, every single one, or none at all. Sometimes I use a screen shot as a quick reference for a few minutes then delete it from my phone, but then it's still in the google account. It's extremely frustrating to go back delete them from google, especially because that too is difficult to do. There's no easy way to scroll through and delete quickly. You either have to view them from a small thumbnail and hope you're not deleting something important or take a long time looking at each one and having to click multiple times to delete 1 photo. I am trying to free up space on my phone so deleting photos is supposed to be the easy choice since I have them backed up to google. However it either gives me option to delete ALL of the photos off my phone or none at all. There are still plenty of pictures I would like to keep sorted in the folders I created on my phone for quick reference. I've heard the argument "well they're still on your phone you just have to open google photos instead of your regular photos." This is of no use if you are somewhere with spotty or no internet connection. The app is not user friendly, the interface is not clean, and the way it sorts photos is of no real use to me. There should be extensive settings where I can toggle on and off different combinations of options.

This app is a parasite

Sep 12

☆☆☆☆

drake_cantype whatever he want

PLEASE make it obvious how to prevent Google Photos from accessing your iCloud photos. It is a parasite that is adding all of my photos to my Drive storage even though I don't use it and deleted it a long time ago. I don't want the storage on my phone taken up on my Google Drive as well. It means I only have 2 GB that can be used for Slides, Docs, and files, since you get 15 for free. This is a much bigger problem than it should be, since I CANNOT get Google Photos to stop syncing my iPhone photos to my Drive. It is literally preventing me from creating Slides and Docs since it's taking up 13 GB from my phone and taxing that on my Drive as well. I turned syncing off and deleted the app again yet it is still saying that Google Photos is taking up 13 GB of my 15 GB storage on my Drive. I can't just remove all of my photos on there because it would then delete the photo I have on my iPhone. This is even more infuriating since I don't even use Google Photos. I deleted it a long time ago and then I go to edit a Google Slide and it says that i can't because my storage is full. All taken up by an app I don't even use, and something that should only take up iCloud storage, NOT Google Drive. It is using my iPhone photos to prevent me from using Slides and Docs. This is terrible. I'll delete my review if this is resolved.

Google Photos: Constructive

I like it, BUT...

4y ago

★★★★☆

adsitimray

I like Google Photos, but I wish there was an option under the "EDIT" tab, where I could add text or be able to write on the actual photo and be able to pick different colors, fonts, size of fonts and also underline, bold or put the text in italics.

Also, my email is also linked to my son's phone, since I don't want to set him up with his own email account, until he gets a little bit older, that means that the Google Photo app is also linked to his phone, since he takes photos too. It would be nice to have an option to put a password protection on the albums that photos of each person is under. For example, if the album is labeled "ME", I wouldn't want him clicking on the tab and see photos of his mother that he shouldn't be looking at and scar him for life. Lol! Also, it would even come in handy when parents let their children play on their phone and they stumble upon photos that their parents didn't want them to see. Since my son also takes photos, one other idea that I had would be that anytime he takes photos and Google Photos downloads them, that the photos would be categorized by the device it was downloaded from, but you would still be able to organize the photos into albums later. Thank you!

Issue with google photos

1y ago

★★★☆☆

Cheribeliber

Hello I love google photos but I'm a little frustrated at the moment, I am suggesting an update with google photos and I am having an issue. When I go to into trash tab in google photos app there's pictures and videos I never put in trash it's just there automatically. I see ones that I actually did mean to put in trash but there's ones that I never put in trash and when I try to restore all it goes back into trash ones that I never meant to put in trash. Also when I try to delete all in trash it goes back in there. This is frustrating because I know photos and videos stay in trash for 30 or 60 days. I believe and if photos and videos are in there that I never press delete for after those 30 days them all of them will delete automatically and permanently and I have some important photos and videos on the app that I can't loose. It's putting photos and videos in trash without me knowing, I don't know if it's a bug issue or not but I am suggesting that you guys come out with an update to fix this. It could be doing this to other people putting stuff in trash automatically without them knowing and after those 30 days they may loose everything bc it deleted permanently automatically.

Great app, but the update is annoying

1y ago

★★★★☆

ArmyBratt777

I've been using google photos for almost 4 years now and I've loved it up until the most recent update. Ever since I updated it, it keeps freezing/crashing. In reading the other reviews, I've noticed that a lot of people are having the same problem. If you have an iPhone, this will help you with that issue. First, make sure that you did a recent back up on your Google Photos app. Now delete the google photos app. Once you've done that, look to see if there is a software update available for your iPhone. If there is, let it run all the way through and it will restart your phone all by itself. Once your phone turns back on, download the Google Photos app again and sign in. This should fix the issue of the Google Photos app crashing. If there isn't a software update, then just remove the Google Photos app and re-download it. I was getting frustrated myself with it constantly crashing. So I know how everyone else must feel. I hope this is able to help someone out there.

Google Photos: POV



- ▶ Users who like flexibility need a way to select which photos, or types of photos, they want to back up because some people delete photos quickly upon capturing, but sometimes they appear in Google Photos anyway. Google Photos only allows users to back up all photos or none, which can be annoying in situations like this.
- ▶ Users who want transparency need better, less buggy ways to see and organize their photos because sometimes when the user changes syncing settings, photos end up appearing in random orders and places (even in the trash) when it was unwarranted.