

# Help Scout cheat sheet

## Conversation Actions

|          |                       |
|----------|-----------------------|
| R        | Reply                 |
| N        | Add Note              |
| F        | Forward               |
| E        | Edit Draft            |
| D        | Delete Conversation   |
| K        | Next Conversation     |
| J        | Previous Conversation |
| A        | Assign                |
| O        | Follow                |
| S        | Status                |
| S then A | Status: Active        |
| S then P | Status: Pending       |
| S then C | Status: Closed        |
| S then S | Status: Spam          |
| T        | Add Tag               |
| Z        | Undo (after send)     |

## Conversation List

|                       |                            |
|-----------------------|----------------------------|
| Up arrow / Down arrow | Select                     |
| Space                 | Toggle Selected            |
| Enter                 | Open Selected              |
| K                     | Next Page                  |
| J                     | Previous Page              |
| * then A              | Select All                 |
| * then N              | Select None                |
| * then B              | Select Active (bold)       |
| * then I              | Select Inactive (unbold)   |
| A                     | Assigned Selected          |
| S                     | Status (selected)          |
| S then A              | Status (selected): Active  |
| S then P              | Status (selected): Pending |
| S then C              | Status (selected): Closed  |
| S then S              | Status (selected): Spam    |
| M                     | Move Selected              |
| D                     | Delete Selected            |

## Folders

|          |                           |
|----------|---------------------------|
| G then H | Dashboard                 |
| G then U | Unassigned Folder         |
| G then M | Mine Folder               |
| G then D | Drafts Folder             |
| G then A | Assigned Folder           |
| G then C | Closed Folder             |
| G then S | Spam Folder               |
| G then N | New Conversation          |
| ,        | Mailbox Settings Dropdown |

## Text Editor

In Windows, use Ctrl instead of Cmd key for shortcuts in this section.

|                            |                      |
|----------------------------|----------------------|
| Cmd + B                    | Bold                 |
| Cmd + I                    | Italic               |
| Cmd + U                    | Underline            |
| Cmd + * or Cmd + Shift + 8 | Bullet List          |
| Cmd + & or Cmd + Shift + 7 | Numbered List        |
| Cmd + Z                    | Undo                 |
| Cmd + Shift + D            | Save Draft           |
| Cmd + Shift + A            | Attach File          |
| Cmd + Shift + S            | Toggle Saved Replies |
| Cmd + K                    | Create a Link        |
| Cmd + Enter                | Send Reply/Save Note |
| Esc                        | Discard Reply/Note   |

## Tags Management

|          |                        |
|----------|------------------------|
| * then A | Select All             |
| * then N | Select None            |
| V        | View Selected          |
| T        | Edit Selected          |
| M        | Merge Selected         |
| D        | Delete Selected        |
| Esc      | De-select / Close menu |

## All Pages

|   |                              |
|---|------------------------------|
| / | Toggle Search                |
| ? | Show keyboard shortcuts list |

|     |                      |
|-----|----------------------|
| Esc | Close window or menu |
|-----|----------------------|

## Docs Search

|                       |                                   |
|-----------------------|-----------------------------------|
| Cmd + /               | Toggle Search                     |
| Up arrow / Down arrow | Select - Arrow Up or Arrow Down   |
| Enter                 | Preview Article                   |
| Space                 | Insert Link w/ reply or note open |

Source: Helpscout

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*More information:* [defkey.com/help-scout-shortcuts](https://defkey.com/help-scout-shortcuts)

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