

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
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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

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More information: defkey.com/help-scout-shortcuts

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