

# Zammad cheat sheet

## Navigation

Shift + Ctrl + D	Dashboard
Shift + Ctrl + O	Overviews
Shift + Ctrl + S	Search
Shift + Ctrl + A	Notifications
Shift + Ctrl + N	New ticket
Shift + Ctrl + E	Logout
Shift + Ctrl + W	Close current tab
Shift + Ctrl + Tab	Show previous tab
Shift + Ctrl + Enter	Confirm/submit dialog

Used in lists (views and results):

Up arrow / Down arrow	Move up and down
Left arrow / Right arrow	Move left and right
Enter	Select item

Used in object views:

Shift + Ctrl + .	Copy current object number (e.g. Ticket#) to clipboard
Shift + Ctrl + . then .	... add object title
Shift + Ctrl + . then . then .	... add object link URL

## Translations

Used anywhere (admin only):

Shift + Ctrl + T	Enable/disable inline translations
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## Appearance

Used anywhere:

D	Toggle dark mode
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## Tickets

Used when viewing a Ticket:

Shift + Ctrl + M	Open note box
Shift + Ctrl + G	Reply to last article
Shift + Ctrl + J	Set article to internal/public
Shift + Ctrl + C	Update as closed
Shift + Ctrl + Left arrow / Right arrow	Navigate through article

arrow

Used when composing a Ticket article:

: then :	Insert text module
? then ?	Insert knowledge base answer
@ then @	Insert a mention for a user

## Text editing

Used when composing a text:

Ctrl + U	Format as underlined
Ctrl + B	Format as bold
Ctrl + I	Format as italic
Ctrl + S	Format as strikethrough
Ctrl + V	Paste from clipboard
Ctrl + Shift + V	Paste from clipboard (plain text)
Shift + Ctrl + F	Removes the formatting
Shift + Ctrl + Y	... of whole text area
Shift + Ctrl + Z	Inserts a horizontal rule
Shift + Ctrl + L	Format as unordered list
Shift + Ctrl + K	Format as ordered list
Shift + Ctrl + 1	Format as h1 heading
Shift + Ctrl + 2	Format as h2 heading
Shift + Ctrl + 3	Format as h3 heading
Shift + Ctrl + X	Removes any hyperlink

Source: zammad.org

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More information: [defkey.com/zammad-shortcuts](https://defkey.com/zammad-shortcuts)

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