



Help Scout Shortcuts for Windows

No.	Action	Windows Shortcuts	Section
1	Reply	R	Conversation Action Shortcuts
2	Add Note	N	Conversation Action Shortcuts
3	Forward	F	Conversation Action Shortcuts
4	Edit Draft	E	Conversation Action Shortcuts
5	Delete Conversation	D	Conversation Action Shortcuts
6	Next Conversation	K	Conversation Action Shortcuts
7	Previous Conversation	J	Conversation Action Shortcuts
8	Assign	A	Conversation Action Shortcuts
9	Follow	O	Conversation Action Shortcuts
10	Status	S	Conversation Action Shortcuts
11	Status: Active	S then A	Conversation Action Shortcuts
12	Status: Pending	S then P	Conversation Action Shortcuts
13	Status: Closed	S then C	Conversation Action Shortcuts
14	Status: Spam	S then S	Conversation Action Shortcuts
15	Add Tag	T	Conversation Action Shortcuts
16	Undo (after send)	Z	Conversation Action Shortcuts
17	Select	Up & Down Arrow key	Conversation List Shortcuts
18	Toggle Selected	Spacebar	Conversation List Shortcuts
19	Open Selected	Enter	Conversation List Shortcuts
20	Next Page	K	Conversation List Shortcuts
21	Previous Page	J	Conversation List Shortcuts
22	Select All	* then A	Conversation List Shortcuts
23	Select None	* then N	Conversation List Shortcuts
24	Select Active (bold)	* then B	Conversation List Shortcuts
25	Select Inactive (unbold)	* then I	Conversation List Shortcuts
26	Assigned Selected	A	Conversation List Shortcuts
27	Status (selected)	S	Conversation List Shortcuts
28	Status (selected): Active	S then A	Conversation List Shortcuts
29	Status (selected): Pending	S then P	Conversation List Shortcuts
30	Status (selected): Closed	S then C	Conversation List Shortcuts
31	Status (selected): Spam	S then S	Conversation List Shortcuts
32	Move Selected	M	Conversation List Shortcuts
33	Delete Selected	D	Conversation List Shortcuts
34	Bold	Ctrl + B	Text Editor Shortcuts
35	Italic	Ctrl + I	Text Editor Shortcuts
36	Underline	Ctrl + U	Text Editor Shortcuts
37	Bullet List	Ctrl + *	Text Editor Shortcuts
38	Numbered List	Ctrl + &	Text Editor Shortcuts
39	Undo	Ctrl + Z	Text Editor Shortcuts
40	Save Draft	Ctrl + Shift + D	Text Editor Shortcuts
41	Attach File	Ctrl + Shift + A	Text Editor Shortcuts
42	Toggle Saved Replies	Ctrl + Shift + S	Text Editor Shortcuts
43	Create a Link	Ctrl + K	Text Editor Shortcuts
44	Send Reply/Save Note	Ctrl + Enter	Text Editor Shortcuts
45	Discard Reply/Note	Esc	Text Editor Shortcuts
46	Select All	* then A	Tags Management Shortcuts
47	Select None	* then N	Tags Management Shortcuts
48	View Selected	V	Tags Management Shortcuts
49	Edit Selected	T	Tags Management Shortcuts
50	Merge Selected	M	Tags Management Shortcuts
51	Delete Selected	D	Tags Management Shortcuts
52	De-select / Close menu	Esc	Tags Management Shortcuts
53	Dashboard	G then H	Folders Shortcuts
54	Unassigned Folder	G then U	Folders Shortcuts
55	Mine Folder	G then M	Folders Shortcuts
56	Drafts Folder	G then D	Folders Shortcuts
57	Assigned Folder	G then A	Folders Shortcuts
58	Closed Folder	G then C	Folders Shortcuts
59	Spam Folder	G then S	Folders Shortcuts
60	New Conversation	G then N	Folders Shortcuts
61	Mailbox Settings Dropdown	,	Folders Shortcuts
62	Toggle Search	/	Other Help Scout Shortcuts
63	Show keyboard shortcuts list	?	Other Help Scout Shortcuts
64	Close window or menu	Esc	Other Help Scout Shortcuts
65	Toggle Search	Ctrl + /	Other Help Scout Shortcuts
66	Select - Arrow Up or Arrow Down	Up & Down Arrow key	Other Help Scout Shortcuts
67	Preview Article	Enter	Other Help Scout Shortcuts
68	Insert Link w/ reply or note open	Spacebar	Other Help Scout Shortcuts