

# Quick reference: Messaging tips and tricks

Use this quick reference guide to become a RingCentral pro. We've included basic formatting and hot key shortcuts to help maximize your efficiency and cut down on search time.



## Basic formatting shortcuts

Use the table below to learn formatting shortcuts for getting the message across exactly how you'd like:

Style	Shortcut
<b>Bold</b>	<b>**Bold**</b>
<i>Italics</i>	<i>*Italics*</i>
<u>Underline</u>	<u>_Underline_</u>
<del>Strikethrough</del>	<del>^^Strikethrough^^</del>
Quote	> Quote
<a href="#">Anchor text</a>	[Anchor text](url)
• Bullet list	* Bullet list
↵ Line break	Mac <b>shift</b> <b>return</b> PC <b>Enter</b>

## Message composition

Action	Shortcut
Dismiss dialogs	<b>esc</b>
Edit last message	<b>↑</b>
Undo edit	Mac <b>command</b> <b>Z</b> PC <b>Ctrl</b> <b>Z</b>
Emojis 😊	:smile:
<b>Person</b> mention	@Name
<b>Team</b> (notify everyone)	@Team
Insert <b>Team link</b>	#TeamName

## Hot keys

Hot key shortcuts let you skip searching for buttons to perform basic tasks with these simple keystroke commands:

Action	Mac 🍏	PC 🖥️
Previous	<b>option</b> <b>↑</b>	<b>Alt</b> <b>↑</b>
Next	<b>option</b> <b>↓</b>	<b>Alt</b> <b>↓</b>
Search	<b>command</b> <b>F</b>	<b>Ctrl</b> <b>F</b>
Switch conversation	<b>command</b> <b>K</b>	<b>Ctrl</b> <b>K</b>
Toggle show unread	<b>command</b> <b>shift</b> <b>U</b>	<b>Ctrl</b> <b>Shift</b> <b>U</b>

### New actions

Send a new message, text, or fax, create a new team, start a video call, or invite others to join RingCentral.



### Create a new team

Start a new team (aka team messaging) for collaboration among multiple team members across all departments.



### Favorite a conversation

Click the star next to a name in the conversation pane to add to your favorites.

### Convert a group chat to a team

Navigate to "Message" via the side menu bar, then select a group conversation from the conversation list. Click the "More" **⋮** icon in the right-hand corner of the conversation header bar, then select the "Convert to team" option from the drop-down menu to open the "Convert to team" modal window. Give the team a name via the team name field and select "Convert to team".



### File upload

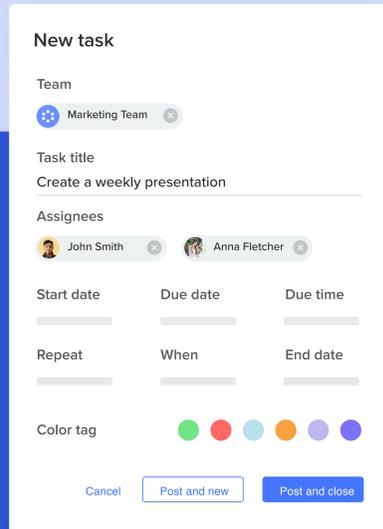
Click the paperclip icon to attach files from your computer, Google Drive, and other integrated apps. You can also drag and drop files directly into the chat.

### Message options



**Contact message:** Hovering your mouse over a contact's message displays options, including Like, Quote, Pin, and Bookmark.

**Your message:** When hovering your mouse over your own message, you'll see options to Like, Quote, Edit, Pin, Bookmark, and Delete your post.



### Create tasks

Create a new task for colleagues where you can assign dates and times, manage occurrence frequency and tags, and attach files and descriptions.