* Before Using any of these shortcuts, make sure That keyboard shortcuts are on in Settings. The process is the same for gmail and Office 365.
* To see a list of shortcuts within any Google of Microsoft online app, use **Shift + ?**

***You need to be using the PC Cursor in JAWS by pressing either JAWS Key + semicolon or Numpad plus key twice, exit scan mode in Narrator by pressing Narrator Key + Space bar, or exit browse mode in NVDA by pressing the MNVDA Key + spacebar. Then app-specific keystrokes will be available.***

## Turn on keyboard shortcuts

Some keyboard shortcuts only work if you've turned them on.

1. On a computer, go to Gmail.
2. In the top right, click Settings Settings and then See all settings.
3. Click Settings.
4. Scroll down to the "Keyboard shortcuts" section.
5. Select Keyboard shortcuts on.
6. At the bottom of the page, click Save Changes.

## Compose and Chat

|  |  |
| --- | --- |
| Previous message in an open conversation | **p** |
| Next message in an open conversation | **n** |
| Focus main window | **Shift**+ **Esc** |
| Focus latest chat or compose | **Esc** |
| Advance to the next chat or compose | **Ctrl**+ **.** |
| Advance to previous chat or compose | **Ctrl**+ **,** |
| Send | **Ctrl**+ **Enter** |
| Add cc recipients | **Ctrl**+ **Shift + c** |
| Add bcc recipients | **Ctrl**+ **Shift + b** |
| Access custom from | **Ctrl**+ **Shift + f** |
| Insert a link | **Ctrl**+ **k** |
| Open spelling suggestions | **Ctrl**+ **m** |

## Formatting Text

|  |  |
| --- | --- |
| Previous font | Ctrl+ **Shift + 5** |
| Next font | Ctrl+ **Shift + 6** |
| Decrease text size | Ctrl+ **Shift + -** |
| Increase text size | Ctrl+ **Shift and +** |
| Bold | Ctrl+ **b** |
| Italics | Ctrl+ **i** |
| Underline | Ctrl+ **u** |
| Numbered list | Ctrl+ **Shift**+ **7** |
| Bulleted list | Ctrl+ **Shift**+ **8** |
| Quote | Ctrl+ **Shift**+ **9** |
| Indent less | Ctrl+ **[** |
| Indent more | Ctrl+ **]** |
| Align left | Ctrl+ **Shift**+ **l** |
| Align center | Ctrl+ **Shift**+ **e** |
| Align right | Ctrl+ **Shift**+ **r** |
| Remove formatting | Ctrl+ **\** |

## Actions

|  |  |
| --- | --- |
| Move focus to toolbar | **,** |
| Select conversation | **x** |
| Toggle star/rotate among superstars | **s** |
| Archive | **e** |
| Mute conversation | **m** |
| Report as spam | **!** |
| Delete | **#** |
| Reply | **r** |
| Reply in a new window | **Shift**+ **r** |
| Reply all | **a** |
| Reply all in a new window | **Shift**+ **a** |
| Forward | **f** |
| Forward in a new window | **Shift**+ **f** |
| Update conversation | **Shift**+ **n** |
| Archive conversation and go previous/next | **] or [** |
| Undo last action | **z** |
| Mark as read | **Shift**+ **i** |
| Mark as unread | **Shift**+ **u** |
| Mark unread from the selected message | **\_** |
| Mark as important | **+**or **=** |
| Mark as not important | **-** |
| Snooze | **b** |
| Expand entire conversation | **;** |
| Collapse entire conversation | **:** |
| Add conversation to Tasks | **Shift**+ **t** |

## Hangouts

|  |  |
| --- | --- |
| Show menu | **h**+ **m** |
| Show archived hangouts | **h**+ **a** |
| Show Hangout requests | **h**+ **i** |
| Focus on the conversation list | **h**+ **c** |

## Jumping

|  |  |
| --- | --- |
| Go to Inbox | **g**+ **i** |
| Go to Starred conversations | **g**+ **s** |
| Go to Snoozed conversations | **g + b** |
| Go to Sent messages | **g**+ **t** |
| Go to Drafts | **g**+ **d** |
| Go to All mail | **g**+ **a** |
| Switch between the Calendar/Keep/Tasks sidebar and your inbox. | Ctrl+ **Alt**+ **,**  and  Ctrl+ **Alt** + **.** |
| Go to Tasks | **g**+ **k** |
| Go to label | **g**+ **l** |

## Thread list Selection

|  |  |
| --- | --- |
| Select all conversations | **\***+ **a** |
| Deselect all conversations | **\***+ **n** |
| Select read conversations | **\***+ **r** |
| Select unread conversations | **\***+ **u** |
| Select starred conversations | **\***+ **s** |
| Select unstarred conversations | **\***+ **t** |

## Navigation

|  |  |
| --- | --- |
| Go to next page | **g + n** |
| Go to previous page | **g + p** |
| Back to threadlist | **u** |
| Newer conversation | **k** |
| Older conversation | **j** |
| Open conversation | **o** or **Enter** |
| Go to next Inbox section | **`** |
| Go to previous Inbox section | **~** |

## Application

|  |  |
| --- | --- |
| Compose | **c** |
| Compose in a new tab | **d** |
| Search mail | **/** |
| Search chat contacts | **g** |
| Open "more actions" menu | **.** |
| Open "move to" menu | **v** |
| Open "label as" menu | **l** |
| Open keyboard shortcut help | **?** |

# Outlook on Microsoft 365

# Write Email

|  |  |
| --- | --- |
| Create a new email message | n |
| Send this message | **Ctrl + Enter** or **Alt + s** |
| Reply to this message | **r** or **Ctrl + r** |
| Reply ALL to this mesage | **Shift + r** or **Ctrl + Shift + r** |
| Forward this message | **Shift + f** or **Ctrl + Shift + f** |
| Save Draft | **Ctrl + s** |
| Discard Draft | **Esc** |
| Insert a hyperlink | **Ctrl + k** |

## Email List

|  |  |
| --- | --- |
| Select / Unselect this message | **Ctrl + Space** |
| Select all messages | **Ctrl + a** |
| Clear all messages | **Esc** |
| Select first message | **Home** or **Ctrl + Home** |
| Select last message | **End** or **Ctrl + End** |

## Read Email

|  |  |
| --- | --- |
| Open this message | **o** or **Enter** |
| Open this message in a new window | **Shift + Enter** |
| Close this message | **Esc** |
| Open the next item | **Ctrl + . (period)** |
| Open the previous item | **Ctrl + , (comma)** |
| Next item in the reading pane | **. (period)** |
| Previous item in the reading pane | **, (comma)** |
| Expand/collapse a conversation | **x** |

## Go To

## Email Actions

|  |  |
| --- | --- |
| Undo last action | **Ctrl + z** |
| Delete this message | **Delete** |
| Permanently delete this message | **Shift + Delete** |
| New folder | **Shift + e** |
| Mark this message as read | **q** or **Ctrl + q** |
| Mark this message as unread | **u** or **Control + u** |
| Flag this message | **Insert** |
| Archive | **e** |
| Mark this message as junk | **j** |
| Move to a folder | **v** |
| Categorize this message | **c** |
| Ignore | **Ctrl + Delete** |
| Snooze | **b** |