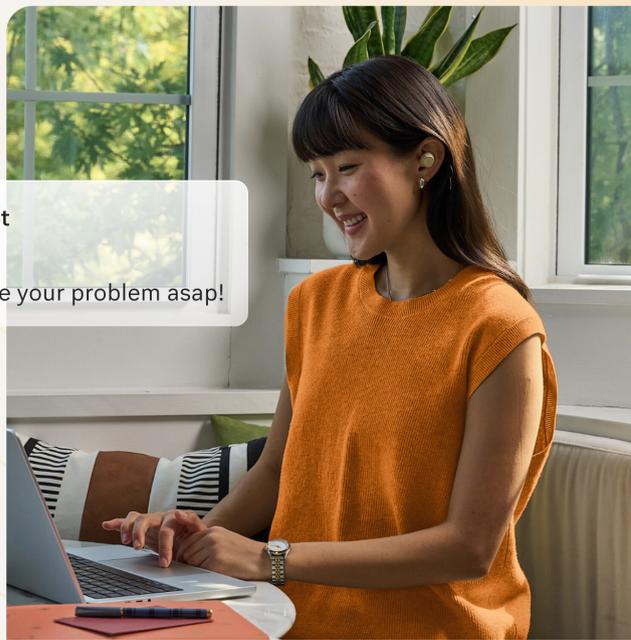
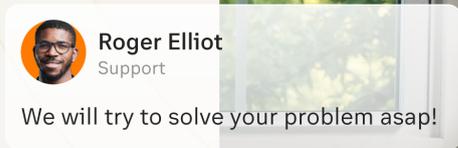


# Quick reference: Messaging tips and tricks

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>	**Bold**
<i>Italics</i>	*Italics*
<u>Underline</u>	_Underline_
Strikethrough	~~Strikethrough~~
Quote	>Quote
<a href="#">Anchor text</a>	[Anchor text](url)
• Bullet list	* Bullet list
↵ Line break	Mac   PC
<span style="border: 1px solid red; padding: 2px;">testing</span>	`testing`

## Message composition

Action	Shortcut
Dismiss dialogs	
Edit last message	
Undo edit	Mac   PC
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		
Next		
Search		
Switch conversation		
Toggle show unread		

### New actions

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

### 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.

### New task

Title: Internal Review

Status:  Completed

Due: Tue, Nov 14

Assignees: **Sophie Adams**  
Marketing Team

Color: ● ● ● ●

### 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".

### 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.

### 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.

### New conversation

Start a new conversation with your colleagues, guests, and personal contacts either directly or within existing teams.

### 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.