

TOPdesk keyboard navigation cheat sheet

Quicklaunch

Action	Shortcut	Remark
Go to the TOPdesk menu button	ALT + M	ENTER to open the menu
Open Quick search dialog	ALT + F	
Open Favorites page	ALT + B	
Activate custom quick launch button	ALT + 1 to ALT + 0	
Previous Quicklaunch button	ARROW UP	
Next Quicklaunch button	ARROW DOWN	

Other global navigation

Action	Shortcut	Remark
Move focus into a card	ENTER	When focus is on a card tab
Next card tab	ARROW RIGHT	When focus is on a card tab
Previous card tab	ARROW LEFT	When focus is on a card tab
Close card	ALT + Q	
Open the Open cards menu	ALT + O	The actual name is recently closed cards menu , but that is a misnomer
Open the User settings	ALT + U	
Next menu item	ARROW DOWN	
Previous menu item	ARROW UP	
Open submenu	ARROW RIGHT	
Close submenu	ARROW LEFT	
Close dialog / menu	ESC	

Task card

Action	Shortcut	Remark
Change card to next card in selection	ALT + SHIFT + ARROW RIGHT	Only when a card has been opened from an overview
Change card to previous card in selection	ALT + SHIFT + ARROW LEFT	Only when a card has been opened from an overview
Go to the card toolbar	ALT + T	
Next button in the toolbar	ARROW RIGHT	
Previous button in the toolbar	ARROW LEFT	
Save card/ Send e-mail	ALT + S	
Refresh card	ALT + R	
Go to the next 'empty' field	F9	
Go to the previous 'empty' field	SHIFT + F9	
Open the context menu of a field	CTRL + ARROW DOWN	While the field has focus
Next value in a combobox	ARROW UP	
Previous value in a combobox	ARROW DOWN	
Open combobox suggestions	ALT + ARROW DOWN	
Expand all blocks	ALT + NUMPAD PLUS	Does not work if the Expand all groups user setting is enabled
Collapse all blocks	ALT + NUMPAD MINUS	Does not work if the Expand all groups user setting is enabled
Go into an internal tab	TAB	This is just changing focus to the next focusable element. So, this doesn't work if a tab doesn't have any focusable element.
Previous internal tab	ARROW LEFT	
Next internal tab	ARROW RIGHT	
Go a tab level up	CTRL + ARROW UP	

Incident card

Action	Shortcut	Remark
Assign card to yourself	ALT + I	Also available in Change activity card. Focus does <i>not</i> have to be in operator field.
Create a new card of the same type	ALT + N	Available in some other cards as well
Create a knowledge item	ALT + SHIFT + K	Also available in Problem, and Known error cards as ALT + K
Apply SLA	ALT + L	Only if the SLA module is enabled
Go to Search for knowledge item	ALT + K	

Rich text field

Action	Shortcut	Remark
Bold text	CTRL + B	
Cursive text	CTRL + I	
Underlined text	CTRL + U	Refrain from using as it is easily confused with links
Heading	CTRL + ALT + 1	Creates a heading of level 5
Subheading	CTRL + ALT + 2	Creates a heading of level 6
Bullet list	ALT + 8	
Numbered list	ALT + 9	
Open standard text dialog	SHIFT + F12	
Apply standard text	1 to 9	In the standard text dialog

Overview/Grid

Action	Shortcut	Remark
Move column left	CTRL + ARROW LEFT	When focus is on a column header
Move column right	CTRL + ARROW RIGHT	When focus is on a column header
Sort column / invert sort	ENTER	When focus is on a column header
Go to next row	ARROW DOWN	When focus is on a content row
Go to previous row	ARROW UP	When focus is on a content row
Select current row	SPACE	When focus is on a content row
Open card for current row	ENTER	When focus is on a content row

ALT + SHIFT + LEFT ARROW
ALT + SHIFT + RIGHT ARROW
ALT + Q(uiet)
CTRL + UP ARROW²
ALT + R(efresh)
ALT + O(pen tabs)
ALT + S(ave)
ALT + T(oolbar)³
ALT + U(ser)

ALT + M(enu)*
ALT + F(ind)
ALT + B(ookmarks)
ALT + 1
ALT + 2
ALT + 3
ALT + 4
ALT + 5
ALT + 6
ALT + 7
ALT + 8
ALT + 9
ALT + 0
No direct shortcut

I 0123 456 First line incident

ALT + Numpad Plus
ALT + Numpad Minus
F9 Next empty field
ALT + I (will do this)
CTRL + DOWN ARROW

1 - Quick Launch menu
Select menu: ALT + M(enu)
Expand/collapse menu: Left/Right arrows
Browse items: Up/Down arrows

2 - Card tabs
Select tab bar: CTRL + Up arrow
Browse items: Left/Right arrows
Edit Tab: Enter

3 - Toolbar
Select toolbar: ALT + T
Browse items: Left/Right arrows
Expand/collapse: Up/Down arrows

Also available
ALT + N(ew card)
ALT + L(ink SLA)
ALT + K(knowledge item use)
ALT + SHIFT + K(knowledge item > create)

TOPdesk Keyboard Shortcut overview

TOPdesk
Service Management Simplified