Please prepare a maximum two page Users guide relating to slack.com communication tool.

The guide should cover -

1) The general benefits of using Slack
2) How to get the most out of it
3) How to direct message individuals
4) How to direct message groups
5) How to join a channel
6) When to use snippets, posts or brief comments
7) What shortcuts can be used (e.g. You can set your own unread-point by holding down [Ctrl/alt] and clicking on a message. You can also mark a channel or DM as read by hitting the Esc key while viewing it. Holding down shift while pressing the Esc key will mark everything in Slack as read (use sparingly).)
8) other useful tips

Please also add a section on how to 'pin' items to conversations or channels, or favourite them for future follow up