



Parent Guide: Ensuring You Receive School Emails from Arbor communications

An increasing number of email clients (e.g. Outlook) and providers (e.g. Hotmail, Gmail) are including spam blockers that are designed to prevent you receiving junk and unwanted emails. However, these are not perfect systems and sometimes affect your ability to receive legitimate emails - sometimes they may be displayed without images, or may not reach you at all.

We are aware that, on occasion, the school's Arbor messages are being incorrectly identified as spam, because of the way Arbor (who provide the system to the school) sends out the emails in bulk. As this is something that the school has no control over, we are unable to resolve the underlying issue - which Arbor has acknowledged.

However, we are able to offer the following suggestions for ways to manually add the appropriate sending email address to your "safe senders" list, which should stop the messages being categorised as spam. The steps for the most commonly-used email clients and providers are shown below. We will update this list as frequently as we are able; however, beyond the help provided on this page, the school is unfortunately not in a position to provide further assistance to parents.

To ensure that important updates regarding your child reach your inbox, we recommend "whitelisting" our automated email system. Because these emails come from a "no-reply" address, some email providers may mistakenly sort them into **Junk** or **Spam** folders.

The Sender Details

Please add the following address to your contacts list:

- **Sender Name:** St Michael's/Arbor
- **Email Address:** no-reply@mail.arbor-education.com

1. How to "Unmark" as Spam

If you find a school email in your Junk folder, you must tell your email provider that it is safe:

- **Gmail:** Open the email and click "**Report not spam**" at the top.

- **Outlook/Hotmail:** Open the email and click "**It's not junk**" in the top toolbar.
- **Apple Mail:** Open the email, tap the **Folder icon**, and move it to the **Inbox**.

2. Adding to "Safe Senders" (By Provider)

Gmail

1. Open the email from Arbor.
2. Hover over the sender's name at the top left.
3. Click the **Add to Contacts** icon (person with a "+" sign).
4. *Tip:* If the email is in your **Promotions** tab, click and drag it to the **Primary** tab.

Outlook / Hotmail

1. Open the email.
2. Click the **three dots (...)** in the top right-hand corner.
3. Select **Add to Safe Senders**.
4. To be extra sure: Go to **Settings > Junk Email > Safe Senders** and type in `mail.arbor-education.com`.

Apple Mail (iPhone/iPad)

1. Open the email.
 2. Tap the sender's name (**no-reply@mail.arbor-education.com**) at the top.
 3. Tap **Create New Contact**.
 4. Tap **Done**.
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