Receiving emails from Arbor

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.

Outlook 2010

1. On the **Home** tab, in the **Delete** group, click **Junk** and then click **Junk E-mail Options**.
2. On the **Safe Senders** tab, click **Add**.
3. In the **Enter an e-mail address...** box, type (or copy and paste) the following address:

no-reply@mail.arbor-education.com

4. Click **OK**.

Outlook 2007 or Outlook 2003

If you can see an email from the school, either in your inbox or elsewhere, highlight it and then:

1. Go to **Actions** on your email menu bar.
2. Select **Junk E-mail** from the pull-down menu.
3. Click **Add sender to Safe Senders List**.

If you cannot see an email from the school:

1. Go to **Tools** on your menu bar.

2. Select **Options** from the pull-down menu.
3. Within **Preferences**, click **Junk E-mail**.
4. Click on the **Safe Sender** tab and then click the **Add** button.
5. Type (or copy and paste) the following email address into the box:

no-reply@mail.arbor-education.com

6. Click **OK** to all open windows.

Outlook Express

1. Go to **Tools** on the menu bar.
2. Select **Options** from the pull-down menu.
3. Within **Preferences**, click **Junk email**.
4. Click on the **Safe Sender** tab, and then click on the **Add** button.
5. In the box that appears, type (or copy and paste) the following address:

no-reply@mail.arbor-education.com

6. Click **OK** to all windows.

Apple Mail

Apple Mail will automatically trust any email received from addresses that are included in your address book. Therefore, the simplest approach is to add the following email address to your address book:

no-reply@mail.arbor-education.com

If your system has already categorised the emails as spam, they will be delivered directly to your **Junk** box. To resolve this, follow these steps:

1. Find one of the messages within **Junk** and highlight it.
2. Click **Message**.
3. Click **Mark**.
4. Click **As Not Junk Mail**.

Gmail

1. Click the **cog icon** in the top-right corner and choose **Settings**.
2. Click on **Filters** and then choose **Create a new filter**.
3. In the **To** field, type (or copy and paste) the following email address:

no-reply@mail.arbor-education.com

4. Click **Create filter with this search**.
5. In the box headed **When a message arrives that matches this search**, select **Never send it to spam**.
6. Click **Create filter**.

Hotmail or Outlook.com

1. Click **Options** in the top-right corner (next to the question mark) and choose **More options**.
2. Under **Preventing junk email**, click on **Safe and blocked senders** and then choose **Safe senders**.
3. In the space provided, type (or copy and paste) the following address:

no-reply@mail.arbor-education.com

4. Click **Add to list**.
5. Click **OK**.

Yahoo! mail

Yahoo! mail will automatically trust any email received from addresses that are included in your address book.

1. Click on the **address book icon** under the Yahoo! mail logo. (When you mouse crosses it, it will say **Contacts**.)
2. Click **New contact**.
3. Provide a suitable name (such as "Ditchingham Primary") and type (or copy and paste) the following email address:

no-reply@mail.arbor-education.com

4. Click **Save**.

