



**Friars Primary Foundation School**  
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8<sup>th</sup> October 2026

## **RECEIVING EMAILS FROM THE SCHOOL**

An increasing number of email providers (e.g. Hotmail, Gmail) are including spam blockers that are designed to prevent you receiving junk and unwanted emails. We are aware that, on occasion, the school emails are being incorrectly identified as spam, because of the way Arbor (who provide the system to the school) sends out the emails in bulk.

To receive emails from the school, we ask that parents manually add the sender's email address to your "safe senders" list, which should stop the messages being categorised as spam. The steps for the most used email clients and providers are shown below.

## **INSTRUCTIONS**

### **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 addresses to your addresses book:

[no-reply@mail.arbor-education.com](mailto:no-reply@mail.arbor-education.com)  
[office@friars.southwark.sch.uk](mailto:office@friars.southwark.sch.uk)

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 addresses:  
[no-reply@mail.arbor-education.com](mailto:no-reply@mail.arbor-education.com)  
[office@friars.southwark.sch.uk](mailto:office@friars.southwark.sch.uk)
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**.

**Achieving excellence in a happy, nurturing and safe environment**  
**Compassion, Creativity, Endeavour, Resilience, Respect, Responsibility**



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### **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 addresses:  
[no-reply@mail.arbor-education.com](mailto:no-reply@mail.arbor-education.com)  
[office@friars.southwark.sch.uk](mailto:office@friars.southwark.sch.uk)
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 "Friars Primary School") and type (or copy and paste) the following email addresses:  
[no-reply@mail.arbor-education.com](mailto:no-reply@mail.arbor-education.com)  
[office@friars.southwark.sch.uk](mailto:office@friars.southwark.sch.uk)
4. Click **Save**.

We recommend that you carry on checking your spam/junk folders for our emails and if you need assistance, please speak to the school office. We would like to apologise for this and hope that we can resolve this as a matter of urgency.

Kind Regards,  
Friars Primary School