

Emails from Arbor can be blocked for parents using @hotmail.com or @live.com email addresses.

This can happen because Microsoft applies additional content and reputation filters to bulk or automated messages. These legacy domains often have a higher tolerance for spam and gray mail (legitimate but high-volume automated emails), which can cause school notifications to be filtered more aggressively even when authentication is perfect. Newer @outlook.com addresses tend to experience this issue less frequently.

Recommended Solution

Parents should add the school's domain to their Safe Senders list. This is especially effective for failures caused by spam filtering and ensures messages are delivered directly to the Inbox, even if the "From" address varies.

School's domain is rushenenquiries@sch.im

How to Add the Address

1. Sign in at outlook.live.com (using a laptop/pc – this does not work on a phone/tablet).
2. Click the Settings gear icon (top right) → View all Outlook settings.
3. Go to **Mail > Junk email**.
4. Under Safe senders and domains, click **+ Add safe sender**.
5. Enter the school email address **or the full domain**.
6. Click OK or Save.

For Parents Using the Outlook Mobile App (iOS or Android)

The Outlook app does not have a direct Safe Senders option. **Best solution:** Open a browser on your phone, go to outlook.live.com, sign in, and follow the steps above. Changes will sync to the app.