



3D TOY SHOP



Teddy Hospital

Making special toys for our little heroes



3dtoyshop
3dtoyshop Teddy Hospital

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11 Following 375K Followers 3.5M Likes
none profit making special toys so all little heroes can have a friend like them
linktr.ee/3dtoyshop

3dtoyshop
19K likes • 112K followers

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419 posts 11.9K followers 16 following

3dtoyshop
making special toys for our little heroes
www.3dtoy.shop
10.7K accounts reached in the last 30 days.

We create toy medical devices and perform teddy surgeries, helping over 7,000 kids with scars or medical devices have a teddy friend just like them



As featured in the Lewis Capaldi music video on Youtube Haven't You Ever Been In Love Before? (Nick's Story)



The teddies are free of charge from the sponsor a teddy program or a token gesture £20. Request a teddy or donate at www.3dtoy.shop

This document details the teddy hospital process, hopefully writing this will allow all the disabled children to have a friend like them. There's 1700 kids lost in the system so hopefully this document will solve the problem!

Ordering Process (www.3dtoy.shop)

1. Fill in the form on www.3dtoy.shop



2. Nick manually copies the form data in to the portal



3. Now you can register with the portal

Portal Registration Process (teddyhospital.azurewebsites.net)

4. Click Register in the top right and enter your email address



5. The portal sends you a link by email. Click this link



6. Now you can access the portal

In the portal

7. Change address

8. Add pictures of devices and scars

9. Add notes to the request

10. Change from Prepay to Teddy Scheme

11. Change from Teddy Scheme to Prepay

12. Pay for your teddy when eligible

When a bear is paid for, or picked from the teddy scheme

13. This request goes into the next batch



14. Trophies made and forms printed



15. Teddy made and shipped within 14 days

Frequently Asked Questions

Before the FAQ, I'm going to put the most important part first. And sorry.

○ End of Life

If your little hero is sadly pronounced end of life, and you want me to try and get a teddy to you before its too late, please press the end of life button within the portal. Also pop a note in the portal with some details, and a note saying if it is ok to share the story. I've got a team on standby if this is ever needed.

If Recipient Is End Of Life
Press Here

Step 1 - Fill in the form on www.3dtoy.shop

○ The form isn't working

- Sometimes you click a link on facebook, and it doesn't open the form in your browser. Facebook pretends to be a web browser, reads the form and displays it to you, and google doesn't like it. Tiktok also does the same. If you cant get the form to work, don't click on a link to get to it, load your web browser and go to www.3dtoy.shop

○ Did you receive my form?

- You can answer this yourself by checking your email inbox. If you have an email from google forms saying that your form has been submitted, then it's in our system.

○ What is my request ID

- This is assigned in step 2. You'll need to wait for nick to assign it and pull it into the portal before you can find this out.

○ Do you ship internationally?

- Yes, but unfortunately, we have to charge £20 for international shipping. Depending on your country, you may also need to pay an import tax. The teddies are shipped from the UK which is not in the EU, the value is declared as £20, and you'll need to pay the import tax even if it's a teddy scheme teddy.

Step 2 - Nick manually copies the form data in to the portal

○ Why wont the portal let me register?

- You wont be able to register with the portal until nick has copied the request from your form into the portal. The portal only allows registration from email addresses that have been used to complete the teddy request form. This happens approximately weekly. So if you have filled in your form within the last week and are struggling to register with the portal, please try again in a week.

Step 3 - Now you can register with the portal

○ Where is the portal?

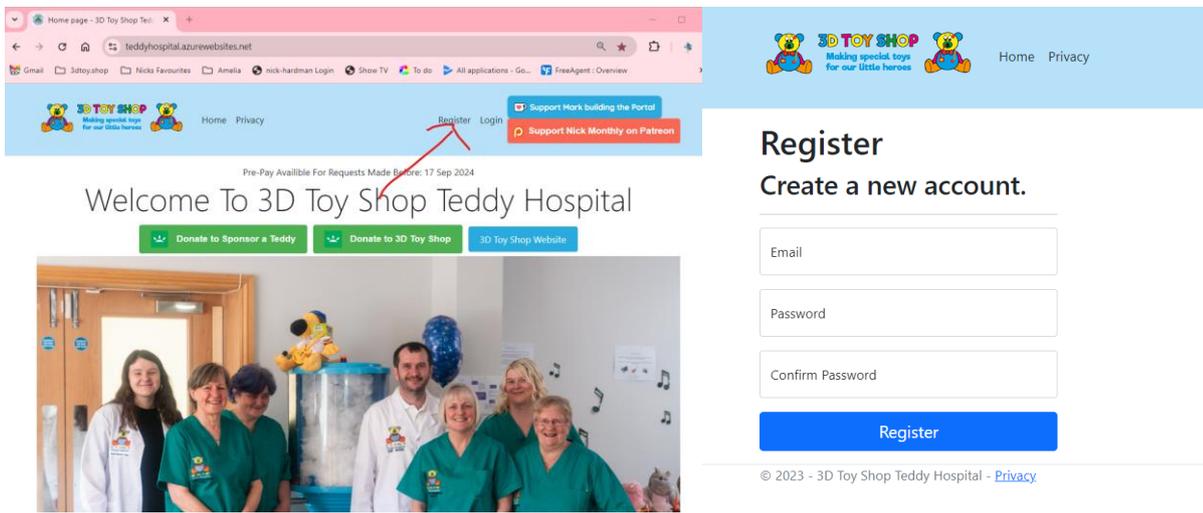
- The teddy hospital portal can be found by opening a web browser and going to www.teddyhospital.azurewebsites.net

○ Do I need to register?

- If you have applied to the teddy scheme, you don't need to register. However, we may send you a message in the portal, which may go to your spam or get blocked out. And if you never respond to the message, your little one may never receive a teddy as a result.
- If you have applied for a prepay teddy, you have to register in order to pay for your bear

○ I've found the site, but cant see how to register

- You need to click the register link at the top right of the page. This will open a little registration form.



Step 4 - Click Register in the top right and enter your email address

- I've tried to register but it's coming up with the following error

Register

Create a new account.

- Sorry your email address doesn't match any requests in our system. At present we are only allowing users with requests to register. If you have already made a request please check that you are using the same email address.
- This message will appear if you try to register before your request has been pulled into the portal. If you try to register with the portal within a week of filling in the form, you are likely to see this message. If its been over a week and you're still getting this message, drop me an email nick@3dtoy.shop

Step 5 - The portal sends you a link by email. Click this link

- I haven't received my email

- You can request another confirmation email using the link at the bottom of the login page

- Check your spam box! The emails sometimes end up in spam. They come from donotreply@3dtoy.shop
- Sometimes messages don't even make the spam box! In fact, if you've got an icloud address, I think they block all our emails. And I don't know how to fix this. So I'd suggest filling in another form and use a different email address.

Step 6 - Now you can access the portal

○ I've forgot my password

- Use the Forgot your password link on the login page to create a new one. It will send you an email.

Step 7 - Change address

○ I've moved house whilst waiting in the queue. How do I change my address?

- You need to go into the portal, and change your address using the address change function.

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If Recipient Is End Of Life
Press Here

Switch To Teddy-Scheme

Payment Options

Teddy Scheme Donation (+ £25)

Portal Funding Donation (+ £2)

Total : £ 25 (includes £5 Shipping)

Pay Now

Edit Address

Details

Batch Name

Request Number
5959

Step 8 - Add pictures of devices and scars

○ Do I need to attach pictures

- No. If you want to request the team replicate the little ones scar, you can do a drawing of this and upload the drawing.
- Requests with pictures attached get more toys. The team love to see the little heroes they are volunteering to make the bears for. And we see things on the pictures that you don't put on the form, like glasses. Without pictures, we are guessing based on text. But if you are able to share pictures, the bears will be more medically accurate.

○ How do I attach pictures

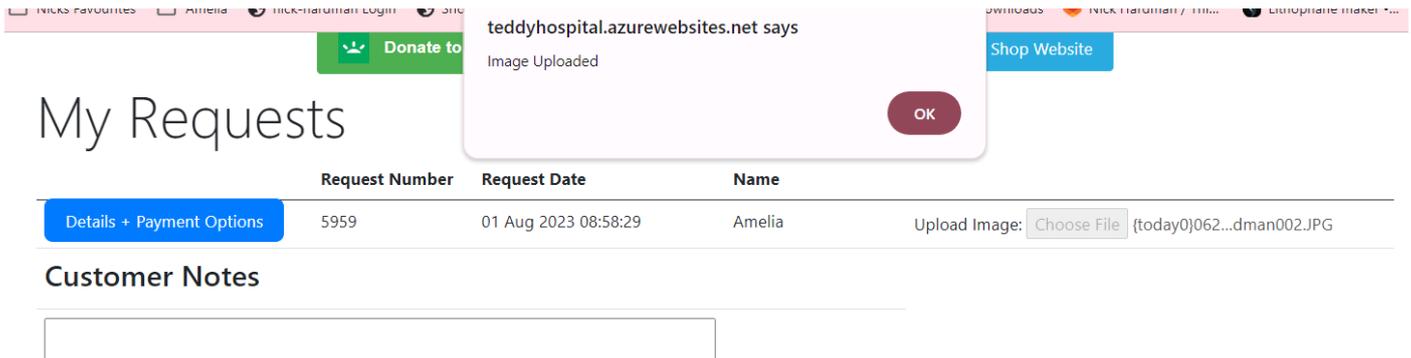
- Once you log into the portal, you'll see your request. If you click the upload image button, you can upload an image that will be attached to the request. The portal prints in big red text on the form "THIS REQUEST HAS IMAGES ATTACHED" and the team will go log into the portal and check these images at surgery time. You can add a note by typing something into the box and pressing send.

My Requests

	Request Number	Request Date	Name	
Details + Payment Options	5959	01 Aug 2023 08:58:29	Amelia	Upload Image: Choose File No file chosen
<h3>Customer Notes</h3> <div><input type="text"/></div> <p>Send</p> <hr/> <p>sending a customer note 12/22/2023 21:36:32</p> <hr/> <p>Hey Nick, Just a test message 08/04/2023 13:51:29</p>				

○ Has my picture uploaded?

- When the portal receives an image, it gives an "Image Uploaded" notification.

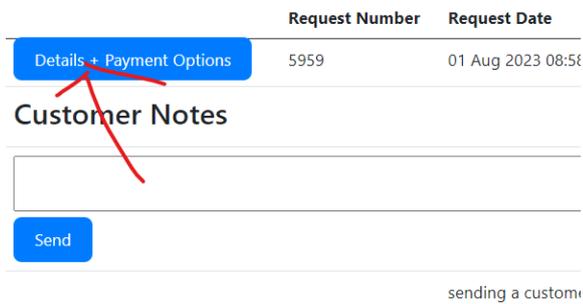


The screenshot shows a web browser window with a notification from teddyhospital.azurewebsites.net saying "Image Uploaded". Below the notification is a table with columns for Request Number, Request Date, and Name. A "Details + Payment Options" button is visible next to the first row.

Request Number	Request Date	Name
5959	01 Aug 2023 08:58:29	Amelia

- You can check this by clicking on details, and then scrolling to the bottom of the page. You'll be able to see the pictures.

My Requests



The screenshot shows the 'My Requests' page with a red arrow pointing to the "Details + Payment Options" button. Below the table is a "Customer Notes" section with a "Send" button.

Request Number	Request Date
5959	01 Aug 2023 08:58

08/01/2023 17:51:23 (1)

08/01/2023 18:38:43 scar on left leg

08/01/2023 14:52:06 test note

Customer Images

5959-Image-2024-09-23-19-12-30.JPG



Step 9 - Add notes to the request

○ Will the team see my notes?

- The teddy surgeons work from the information printed on the form in front of them as this is the most efficient method. So you want your notes added before the form is printed.
- if notes are added after the form is printed, there is a chance they will not be seen.

- But if there's a picture attached to the request, they will log onto the portal to see the picture and read any notes made after the form has been printed.

○ **How do I add notes**

- There is an add notes box below each request. Pop some text in customer notes for the request the note is relevant to, and press send

MY REQUESTS

	Request Number	Request Date	Name	
Details + Payment Options	5959	01 Aug 2023 08:58:29	Amelia	Upload Image: <input type="button" value="Choose File"/> No file chosen

Customer Notes

[Send](#)

	sending a customer note	12/22/2023 21:36:32
	Hey Nick, Just a test message	08/04/2023 13:51:29
	hi	08/03/2023 17:51:25
	scar on left leg	08/01/2023 18:38:43
	test note	08/01/2023 14:52:06

Details + Payment Options	8881	23 Sep 2024 19:48:05	Amelia	Upload Image: <input type="button" value="Choose File"/> No file chosen
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Customer Notes

[Send](#)

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○ **Can the teddy surgeons see my tiktok?**

- Some of the little heroes share their medical journey on tiktok. If this is you, please put your Tiktok name in the notes and a comment telling the volunteer where they can see more information on tiktok.

Step 10 - Change from Prepay to Teddy Scheme

○ **I am unable to afford the teddy**

- Click on your request, then see the button switch to teddy scheme to be considered for a teddy funded by donations.



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[If Recipient Is End Of Life Press Here](#)

[Switch To Teddy-Scheme](#)



- When switching to teddy scheme, the portal gives this warning. This is because switching your request to teddy scheme removes the option to pay. But if you cannot pay for your bear, please switch the request [here](#).

teddyhospital.azurewebsites.net says

If you switch to teddy scheme, you will lose your place in the prepay queue. Are you sure you want to do this?

OK

Cancel

Step 11 - Change from Teddy Scheme to Prepay

- **I applied to the teddy scheme but I am able to pay**
 - Click on your request, and then press the switch to prepay button.

[<<Back](#)

If Recipient Is End Of Life
Press Here

Switch To Pre-Pay

- After switching to prepay, you'll need to wait for a slot to open up. The oldest requests are at the top of the queue. You wont be able to pay, and the portal will display this.

Queuing for Payment

The Team are working through the requests as quickly as possible but we are not quite ready to start making yours, we will notify you as soon as this changes, thanks for your patience!

[Edit Address](#)

Step 12 - Pay for your teddy when eligible

- **It wont let me pay for my bear**
 - When social media goes well, there is normally a queue. This used to be 6 months long but recently its been a few weeks. You can see the date that we are upto in the prepay queue at the top of the patient portal.

The screenshot shows the patient portal interface. At the top, there is a navigation bar with the 3D Toy Shop logo, a privacy link, a user greeting 'Hello nickhardman+test2@gmail.com!', a 'Logout' link, and two support links: 'Support Mark building the Portal' and 'Support Nick Monthly on Patreon'. Below the navigation bar, a message states 'Pre-Pay Available For Requests Made Before: 17 Sep 2024' with a red arrow pointing to the date. The main heading is 'Welcome To 3D Toy Shop Teddy Hospital Patient Portal'. Below this are three buttons: 'Donate to Sponsor a Teddy', 'Donate to 3D Toy Shop', and '3D Toy Shop Website'. The 'My Requests' section is visible, showing a table with columns for 'Request Number', 'Request Date', and 'Name'. The first row shows request number 5959, date 01 Aug 2023 08:58:29, and name Amelia. There is also an 'Upload Image' section with a 'Choose File' button and the text 'No file chosen'.

Request Number	Request Date	Name
5959	01 Aug 2023 08:58:29	Amelia

- If you have switched from teddy scheme to prepay, you'll need to wait to be invited. The portal will display this.

Queuing for Payment

The Team are working through the requests as quickly as possible but we are not quite ready to start making yours, we will notify you as soon as this changes, thanks for your patience!

[Edit Address](#)

- When you reach the front of the queue, the system will send you an email, and when you log into the portal, you will see the payment options again.

Payment Options

Teddy Scheme Donation (+ £25)

Portal Funding Donation (+ £2)

Total : £ 25 (includes £5 Shipping)

[Pay Now](#)

[Edit Address](#)

- The two optional donations can be turned on or off, if you wanted to donate the cost of another bear to 3dtoyshop, or add on a donation for the portal.

Payment Options

Remove Teddy Scheme Donation (- £25)

Portal Funding Donation (+ £2)

Total : £ 50 (includes £5 Shipping)

[Pay Now](#)

[Edit Address](#)

- Pressing the pay now button will open up stripe and you'll be able to pay.

← 3dtoyshop Teddy Hospital

UK Teddy (Material Costs Only)

£25.00

Custom teddy made by nicks team of volunteers with upto 3 or 4 of nicks toys to best represent the childs condition. And of course, a little hero award :)



G Pay

Pay with link

Or pay with card

Email

Card information

1234 1234 1234 1234 VISA

MM / YY CVC

Cardholder name

Country or region

Postal code

Securely save my information for 1-click checkout
Pay faster on 3dtoyshop Teddy Hospital and everywhere Link is accepted.

[Pay](#)

Step 13 - This request goes into the next batch

○ I've paid for my bear. Can you confirm you've received payment?

- You can do it yourself. You can see the note that its entered the production process. A form will be physically printed, a trophy will be made and it will go forward to the team.

My Requests

	Request Number	Request Date	Name	
Details + Payment Options	5936	30 Jul 2023 21:31:52	Archie	Upload Image: <input type="button" value="Choose File"/> No file chosen

Customer Notes

Great News! Your request has entered the production queue and the request form has been printed, further messages and Images may not be seen For support queries please contact admin@3dtoy.shop

- You can see the note that its entered the production process. A form will be physically printed, a trophy will be made and it will go forward to the team.
- You can see the batch name which is typically something like "Batch 83". But some of the old batches didn't have ID's allocated by the portal. And if you've been added to a batch that's not been named yet, this will be the batch production date, so if you'd like to know the batch number, give it a few days and come back and check.

[< Back](#)

Paid

The Team are busy preparing your order, thanks for your patience!

Details

Batch Name Teddy Scheme Batch Pre Portal

Request Number
5936

Step 14 - Trophies made and forms printed

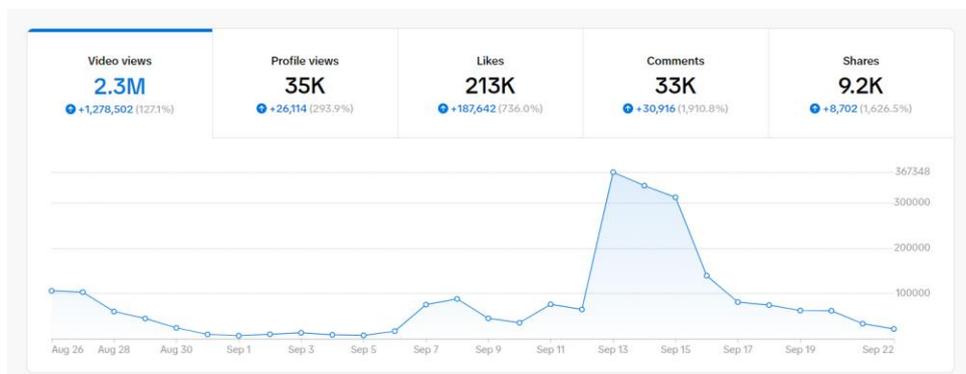
○ What batch are you upto?

- Go watch my tiktoks, you'll see whats printed on all the boxes floating around my house. I release videos when I ship each batch, it's a moment that makes me proud! And I sometimes make video updates about the batches.

○ Can you make a tiktok of you making my teddy?

- Unfortunately, making tiktoks means I'm not making toys or helping the team, so I cant make a video of all the teddies. But if you'd like one, the best videos (from experience) are when I video respond to comments on tiktok.

- **Top tip – comment on one that hits your FYP and also put the comment on the latest video as that's the one that's most likely to be seen! There were 33k comments last month**



- Video responding to “Can I have an update on 3435” – this isn’t gonna happen. I’m not going to search the portal for this request because the viewers have got bored by the time they’ve read the end of the comment.
- I need to create engaging content that makes people feel things and understand just how important it is the work that me and my team do. And your comments can help with this. They are an eye into the medically complex kids lives, and it motivates the followers to support the cause.
- Your comment is the introduction to the video. And if it upsets me, I won’t be able to help look into it. And the video will be more emotional, and these are the videos that seem to do best, bring the most requests and donations in, which is what it’s all about.

Hi Nick just seeing if my daughters teddy has been sent (8555) She lost her grandad this morning and could do with a friend 🍷 Thank you
x

Step 15 - Teddy made and shipped within 14 days

- **I haven’t received my teddy**
 - Please be patient. The teddy is being made for free, or a token gesture £20 plus shipping. This is all done by volunteers, who are free to come and go as they like, and sometimes the teddies back up for a few weeks for example during holidays.
 - Typically the teddies are made and shipped within 14 days of payment. But when volunteers are on holiday this can double to 28 days. When it’s all running well, it’s as little as 10 days.
- **Do you have tracking?**
 - It’s a slow manual process, but Nick can log into drop and go and get the stamp numbers and track things in the UK. If you have paid for a bear and not received it within 4 weeks in the UK, or 6 weeks internationally, then I can look into it for you. Please don’t waste my time.
- **Sorting Office**
 - If you’re not in when the teddy is delivered, it goes back to the sorting office. They should leave a red card, but all the time I’m told one was never left. It sits in the sorting office for approx. 3 weeks, and is then returned to me. So if you can see on social media that your batch has shipped and it’s not been received, then check your local sorting office! Give them your address and proof of ID and they will give you any packages for your house
- **Customs**
 - In some countries, customs will write to you to pay an import fee, if this isn’t paid, the bear will be returned to me.
- **Dealing with Returns**
 - If your teddy is returned to me, we will message you in the portal to confirm the address is correct and you still want the bear.
 - If you get back to us, then we will try send the bear out again for free
 - And if we don’t get a response, and have made 3 attempts to reach out, then unfortunately it will be marked as recycled and donated elsewhere.
 - If the teddy is returned to us twice, it will be marked as recycled and donated elsewhere

- *It breaks all of our hearts when a teddy we make doesn't go to the intended child. And I really hope that one day I can stop this from happening, but sadly this affects approx. 1 in 1000 bears.*