



Frequently Asked Questions

Getting Started

How does Room Planner work?

The Design Crew Room Planner lets you create a top-down plan of your space using custom dimensions and real products from Williams-Sonoma’s family of brands. You can design one room or multiple room layouts with items from Pottery Barn, West Elm, or Williams Sonoma Home. We show all items in their true colors and sizes, so you can explore products in different catalogs and plan your exact space to figure out what you need for your next design project.

Do I need an account to use Room Planner?

Yes. You can sign into Room Planner with your account for any of our family of brands, including Pottery Barn, West Elm, Williams Sonoma, Rejuvenation, and Mark and Graham. If you don’t have an existing account, you can create one by visiting [Pottery Barn](#), [West Elm](#), or [Williams Sonoma Home](#).

Can I use Room Planner on all of my devices?

Room Planner is currently only supported on desktop and laptop computers, though we are working to support mobile devices in the near future. Our recommended system requirements are:

Browser	Chrome (latest version) <i>Must support HTML5 rendering with JavaScript enabled</i>
Internet	Cable, DSL, Fiber 16-20 Mbps minimum
Screen Resolution	1024 x 768 px minimum
Device Memory	4GB plus

Finding Items

Why do I only see items for Pottery Barn, West Elm, and Williams Sonoma Home?

Room Planner currently offers an exclusive catalog of Pottery Barn, West Elm, and Williams Sonoma Home products. We'll be adding more brands from our Williams-Sonoma family, like Pottery Barn Kids and PBTeen, in the near future. You can read about our updates to Room Planner in our Help Center (coming soon!).

I see an item I like on the brand website. Why can't I find it in Room Planner?

Room Planner currently offers an exclusive catalog of Pottery Barn, West Elm, and Williams Sonoma Home products for you to plan your space. We add new items and new fabrics and finishes on a rolling basis. You can read about our updates to Room Planner in our Help Center (coming soon!).

How can I look for items in Room Planner?

Room Planner displays the catalog for each brand separately. In the Editor, click on *Furnish*, then click the menu button to select a brand. Start typing in the search bar to search for items using any word or combination of words, such as colors, collection names, category names, or item numbers. You can also browse the catalog by clicking through the categories.

Where can I find details about an item in Room Planner?

In the Editor, you can click *In Your Plan* to see the name, item number, and product page link for the items in your plan. You can find more details, including purchase information, by viewing the items on our brand websites while we make further improvements to Room Planner.

I see an item comes in multiple colors on the brand website. Why isn't it available in all colors in Room Planner?

Room Planner is updated with items in new fabrics and finishes on a rolling basis. To see an item's full range of fabrics or finishes, please visit the item's product page. You can navigate to an item's product page from within Room Planner by clicking *In Your Plan*, and then clicking the "View product page" link for that item.

Purchasing Items

How do I buy the items in my plan?

If you planned your space and want to buy your items, that's great! We aren't able to support purchases within Room Planner just yet. You can buy an item by visiting [Pottery Barn](#), [West Elm](#), or [Williams Sonoma Home](#) and adding it to your cart. Room Planner also provides a link to each item's product page. Click *In Your Plan* to see the "View product page" link for any item.

I put an item in my plan, but it isn't available on the website.

Sometimes an item may be temporarily out of stock. Check back at a later date if you'd still like to purchase the item.

I put an item in my plan, but it's now disappeared from Room Planner.

Items are removed from Room Planner if they are discontinued and no longer available for purchase.

Managing and Sharing Plans

How does Room Planner save my plans?

Room Planner saves your plans to a portfolio under your account. In the menu bar, select *My Portfolio* within the main menu to view and manage your plans.

Can I get a list of everything in my plan?

Yes, you can print your floor plan with a list of items. In the Editor, select *Print* within the Editing menu to view and print or save the document.

Can I share my plans through Room Planner?

You'll soon be able to share your designs with family and friends directly through Room Planner. You can read about our updates to Room Planner in our Help Center (coming soon!).

What can I do with my Room Planner plans?

You can purchase your items online, or print your design and meet with a member of the Design Crew team at any of our Pottery Barn, West Elm, or Williams Sonoma retail locations for expert advice on your layout.

Need help? Email us at roomplanner@wsgc.com

We're launching our Help Center soon... Stay tuned!
