

TECH ID FAQ

Question: Why are you making these changes?

Answer: We are removing SSN from our system to avoid the security concerns that come along with having to store that data. Our focus is on the success of technicians and ensuring you receive the highest quality test and materials possible. Limiting our handling of sensitive PII allows us to focus on developing our product to be the best it can.

Question: When taking a paper test, where should I bubble in Tech ID?

Answer: If you are taking an exam with a pink scantron, you will have write and bubble-in Tech ID to the Social Security Number field as shown below. We will also be shipping orange scantrons with our paper testing products that are updated to have a Tech ID field in place of SSN. We will still process all paper exams regardless of their scantron color.

New Orange Scantron	Pink Scantron
Tech ID	Social Security Number
999999	999999
0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0
1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1
2 2 2 2 2 2 2 2	2 2 2 2 2 2 2 2
3 3 3 3 3 3 3 3	3 3 3 3 3 3 3 3
4 4 4 4 4 4 4 4	4 4 4 4 4 4 4 4
5 5 5 5 5 5 5 5	5 5 5 5 5 5 5 5
6 6 6 6 6 6 6 6	6 6 6 6 6 6 6 6
7 7 7 7 7 7 7 7	7 7 7 7 7 7 7 7
8 8 8 8 8 8 8 8	8 8 8 8 8 8 8 8
9 9 9 9 9 9 9 9	9 9 9 9 9 9 9 9

Question: I showed up on test day and do not know my Tech ID, where can I find it?

Answer: The Tech ID can be found within a technician's EPATest.com account under the My Info tab. The Tech ID is also contained in the confirmation email you received after creating an account on EPATest.com.

Question: How does this change affect computer-based exams?

Answer: Computer based exams are the least impacted by this change. Instead of being prompted for SSN and Last Name, upon entering the start code and key, technicians will now be prompted for their Tech ID and Last Name.

Question: Does the Tech ID replace the certification number?

Answer: No, Tech ID does not replace a technician's certification number. The Tech ID is purely for our own records and is equivalent to a username.

Question: Can multiple technicians share a Tech ID?

Answer: No, each technician should use their own unique Mainstream issued Tech ID.

Question: I have already taken a paper test, but never created an account. What do I do?

Answer: If you have taken a proctored exam on or before 08/09/2025, you will need to create an account on EPATest.com first. Once you have created your account, please contact us via email at info@epatest.com with your Tech ID, name, and birthday so we can update your records.